

CCSS Solutions Provide Siemens Flexibility for Managed Environments

December 30, 2008 – CCSS's QSystems Management suite of monitoring solutions for the IBM i on Power Systems and System i, has been selected by Siemens Healthcare, one of the best recognized providers of innovative services and solutions to the healthcare industry. Siemens operates a particularly complex and multifaceted managed computing environment that allows them to offer essential services to more than 1,000 customers, including 34 hospitals in the US and one in Bermuda that are supported by the CCSS solutions.

Several thousand end users are supported by a group of 29 operators and analysts that utilize the CCSS solutions, QSystem Monitor and QMessage Monitor, in an environment that spans 4 in-house systems, three client environments and a wide variety of applications from financial, clinical and HA (High Availability) to back office and enterprise management solutions. Disparity between the application demands, and those of the unique SLA's (Service Level Agreements) that each environment requires, makes this an especially challenging environment. Systems Analyst, Michael J. d'Onofrio, Siemens Healthcare, explains, "If we had to manually manage these challenges, system performance and availability would suffer and, more importantly, customer satisfaction would be compromised. The QSystems Management tools have allowed us to automate system monitoring tasks, providing us with the ability to be proactive in addressing issues with the myriad of applications we monitor and the SLA's we must meet."

The group at Siemens has implemented a number of innovative uses of QSystem Monitor (QSM) to meet Siemens' specific demands and best utilize internal resources. The group runs multiple sessions of QSM on a single PC to save time by not having to end one session to bring up another. This method also negates the requirement for multiple PC's to monitor each environment and customers have the satisfaction of knowing their environments are constantly watched. In today's economy, the financial accountability for system resources has become even more critical to businesses. SLA's perform an essential function for managed environments in creating precise accountability and monitoring of resource use. Siemens heavily utilizes QSM's Report Generator functionality to manage their established SLA's across hospital and non-hospital environments, focusing primarily on CPU, DASD, memory utilization and interactive response time as well as batch oriented workloads. The group also cites the Cache Battery Status Monitoring and Job and Subsystem Status Monitoring features as

valuable time-saving capabilities that directly impact their ability to maintain efficiency and better serve their customers. Disk and History Summary features help them to investigate performance and availability issues with the former playing a major role in determining DASD utilization for chargeback purposes.

Since implementing QMessage Monitor (QMM), the group has been able to make significant savings in terms of the time taken to manage remote environments. Prior to QMM, two of their remote environments had developed their own notification processes which were resource intensive and only worked when someone was there to watch them. With QMM, d'Onofrio's team was able to take these two completely different processes and marry them into QMM configurations to provide a nearly lights-out alerting system in a more timely fashion.

D'Onofrio says QMM makes it possible to significantly improve the time it takes to respond to critical issues while reducing the number of people required to monitor that environment, "By utilizing QMM Automatic Responses to trigger paging alerts we were able to notify the appropriate support personnel more quickly; leading to quicker issue resolution and greater customer satisfaction. And we were able to do this without reducing (or increasing) head count. The operators responsible were freed up to monitor and support other applications running on other platforms where resources were needed."

QMessage Monitor brings issues on the platform to the attention of managers at the enterprise management level through its escalation procedure that alerts appropriate members of the on-call group and ties into their Remedy® Action Request System database for full audit compliance. This ensures that important messages that could compromise their ability to meet SLA's if left unchecked are never missed, regardless of the issue, day or time. "QSystem Monitor and QMessage Monitor are very flexible solutions. It's this flexibility and depth of functionality that has allowed us to maintain our existing processes and procedures, incorporating them into the tools without any negative impact on the operations of our systems."

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About CCSS

CCSS develops, supports and markets IBM i (on Power Systems & System i) performance monitoring and reporting, message management and remote management solutions. An Advanced IBM Business Partner, CCSS develops powerful solutions to support some of the world's most demanding IBM i environments across many industries including insurance, banking, pharmaceutical and manufacturing. All CCSS solutions are IBM ServerProven.



Existing customers that rely on CCSS's feature-rich solutions include leading organizations such as Volvo, Mattel, Newell-Rubbermaid, The Royal Bank of Scotland, Siemens Healthcare, RWE npower and Waterstone's.

CCSS is headquartered in Gillingham, Kent, UK with key regional headquarters in Raleigh, North Carolina, USA; Bonn, Germany and Makati City, Philippines together with a global agent network spanning Portugal, Brazil, the Netherlands, Switzerland and Sweden.

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