



MEDIA RELEASE

QSystem Monitor Brings System i Visibility to the User Community of Southwest Business Corporation

Mar 26, 2008 – CCSS, the IBM System i monitoring solution specialist, announces a new customer from the financial services industry, Southwest Business Corporation (SWBC) in San Antonio, Texas. SWBC is the latest company to install QSystem Monitor, the functionally rich, IBM ServerProven performance monitoring and management solution.

SWBC is a diversified financial services company providing a wide range of insurance, mortgage and investment services to financial institutions, businesses and individuals. With offices across the country, SWBC relies on the efficient management of their IT systems to service over 1,000 members of their own user community. This user community relies on the optimal availability and performance of their in-house applications in carrying out their essential core business. Applications such as collateral protection insurance systems, loan risk management systems, mortgage insurance tracking and excess flood systems ensure they are able to process customer requests, create accurate assessments and offer expert advice to their nationwide customer base.

90% of SWBC's business processes, including these crucial business applications and additional network/operational systems management solutions, are run on the IBM (iSeries) System i Platform consisting of 2 x 520-8330 model servers, each partitioned three ways. SWBC can now provide their user community with an easily understood, visual representation of how the system is running in real-time. Mike Walding, Assistant Vice President System i Operations, says, "QSystem Monitor has given immediate visibility to our user community and with that, comes accountability for the systems team as well. It creates a pro-active environment for everyone involved and real-time system issues have no place to hide. We can detect issues and resolve them before they impact users – for a business that depends on 24/7 availability, that's incredibly important to us and meaningful to the bottom line."

Capable of monitoring virtually any component of the network regardless of whether it is a defined group or individual object, job, subsystem, performance parameter, historical transaction, temporary storage, journal receiver file or status of a third party application, QSystem Monitor gives SWBC the flexibility to tailor their monitoring needs to the exact requirements of their system set up. Five core modules (System, Disk, Network, Job and Availability Monitoring) oversee the most important systems performance elements, that left unmonitored, could have a serious impact on system performance, availability and the user



community. The highly graphical interface offers at-a-glance monitoring of the entire network and ensures team members are alerted to any instance of a breach in the defined threshold or status of individual elements. Phase 2 of this project for SWBC will involve installing CCSS's QMessage Monitor which will dramatically free up their in-house resources by automating the majority of their message management issues and compliment the newly visible system overview they have achieved with QSystem Monitor.

Mike Walding says, "Like most businesses in our industry today, we must set the internal standards for availability and performance exceptionally high – it's an extension of the service we offer to customers. While the System i is a very reliable platform for us to achieve this, we can now look to solutions like QSystem Monitor and QMessage Monitor to help us achieve an efficiency in managing our resources that will contribute to our immediate and long term profitability."

For more information about CCSS visit: www.ccssltd.com

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About CCSS

CCSS develops, supports and markets IBM 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 System 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 organisations such as Volvo, Mattel, Newell-Rubbermaid, The Royal Bank of Scotland, Siemens Medical, 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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