

**Gilsbar Maximizes Efficiency on its IBM Power 6 with
Trio of CCSS Pro-Active Systems Management Solutions**

December 19, 2011 – **CCSS**, developer of the real-time, pro-active systems management software solutions, QSystem Monitor, QMessage Monitor and QRemote Control, was selected by one of the largest and fastest growing privately held health and benefits management organizations in the USA, Gilsbar, to increase efficiency and help manage their demanding, multi-partitioned IBM Power 6 520 machine.

Gilsbar's team of three key support personnel primarily use the IBM Power 6 520 to run an important third-party managed health care and claims administration system that is a critical business application. This application is relied upon by a full-time active user base of 150 together with 50 casual users. Gilsbar has hundreds of employer groups (clients) and thousands of individuals (members) for whom they pay claims and administer benefits. As with all IT environments, the cost of downtime can quickly escalate to many thousands of dollars but the fight for optimum availability and efficiency is even more critical in Gilsbar's case (as with many other managed services environments or those with internal SLA's) as if production transfers or receipts are missed or delayed, they can potentially incur additional penalties for failure to deliver or pick up and process.

QSystem Monitor and QMessage Monitor tackle performance monitoring and reporting together with centralized message management for the Gilsbar team across all partitions. QRemote Control allows on-call staff to respond to system issues directly on their cell phones. Lisa Belter, Programmer/Analyst Team Leader for Gilsbar, explains: "Our staff enjoys the verbosity of QRC when it is communicating by text message during out-of-office hours. This allows quicker resolution of errors and sometimes prevents delays in processing since the on-call person can respond immediately from their cell phone instead of waiting to get home and research the problem by VPN connection. We feel we have greater control and visibility over the system with this tool."

The powerful combination of the three CCSS solutions allows the team to pro-actively manage their systems, resolve issues promptly, reduce any threats to availability and increases efficiency of their resources and processes. Gilsbar maintains availability to users for approximately 22 hours a day by reducing their nightly check processing and daily backups into the remaining 2 hour window. Given the availability requirement, it is imperative that the production starts at the correct time and ends promptly without issues. QRemote

Control notifies the on-call team of any failures to critical processes via text message whilst QSystem Monitor and QMessage Monitor handle the detection and logging of events.

During the 22 hour time frame the team uses QMessage Monitor and QRemote Control to assist in monitoring for problems in processes that might otherwise prevent production processes from running or clog job queues. QSystem Monitor keeps a check on system growth, TCP/IP connections, long running jobs, run-away queries, and other unusual conditions. Should these occur, they are identified in real-time and alerts are sent to staff through the QMessage Monitor rules and escalated for immediate resolution. To keep the system running efficiently, the team also uses QSystem Monitor to periodically check growth projections following an upgrade of the hard drives whilst the disk inquiry feature identifies libraries or files that are too large and need cleanup performed.

Making best use of the automation available to them, Gilsbar extends the use and benefits of CCSS solutions to wider areas of the network. For example, Gilsbar uses a data replication tool with multiple data subscriptions. The replication health is tied directly to their SQL Server reporting product success. QMessage Monitor is employed to monitor the queues attached to these subscriptions and automatically restart the subscriptions if for some reason they go down, otherwise notifying personnel for assistance if there is a problem. Lisa Belter says, "We're very impressed with the CCSS solutions. They have given us the ability to not only have monitoring across all of our partitions, with different rules by partition, by also to have the host be our development system, which is not typically taken down at any point. This has helped provide us with the ability for monitoring during even restricted processes which we did not previously have. Additionally, we were sold on the idea of actually being able to issue response and commands from our cell phones back through QRC to help on call respond more quickly to issues."

For more information about CCSS products please visit:

<http://www.ccssltd.com/products>

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About CCSS

CCSS develops, supports and markets IBM i (on Power Systems & System i servers) 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. Existing customers that rely on CCSS's feature-rich solutions include leading organizations such as Volvo, Mattel, Newell-Rubbermaid, The Royal Bank of Scotland, and Siemens Healthcare.

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

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About Gilsbar

Gilsbar is one of the fastest growing, privately-held health and benefit management organizations in the country. Its divisions include Third Party Administration, Medcom Care Management, and Care Advocates. The Gilsbar group of companies is committed to improving the health and well-being of the clients they serve. They work with employers, benefit consultants, associations, carriers, and individuals nationwide. Gilsbar has been honored by *Inc.* magazine for its sustained growth and by *Modern Healthcare* and *Business Insurance* magazines as a Best Place to Work. For more information, visit www.gilsbar.com.