

IN THIS ISSUE

1. Company News
2. Technical Tip
3. Show Business
4. Customer Reminder

COMPANY NEWS



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. [Click here for more details](#)



AAA Carolinas Choose CCSS's QMessage Monitor to Drive Accountability and Visibility on the System i

Apr 21, 2008 – QMessage Monitor, the IBM System i message monitoring and escalation solution from CCSS, has recently been chosen by the sixth largest and fastest growing US automobile club in 2007, AAA Carolinas. In addition, AAA Carolinas insurance business grew 23% in 2007, as compared to a 1% net premium growth industry average. AAA Carolinas has only been in the insurance business for 8 years, and in that short period of time has grown to become the 22nd largest personal lines agency in the nation.

The 300 strong user community at AAA Carolinas supports more than 1.7 million members and customers with the help of an IBM 520 System i, partitioned 2 ways. From this, a number of important membership and insurance applications are run to facilitate the wide range of services AAA Carolinas offer to their customers - from automobile, homeowners, life/health, and travel insurance, to emergency road assistance and a members' benefits programme [Click here for more details](#)

[Back to top](#)

TECHNICAL TIP - By Kurt Thomas

Little Masters

For what be thy Subsystem if not an Operating System in a nutshell?

-William Shakespeare

i5/OS allows you to make two main settings for a subsystem: The number of jobs that can run within the subsystem; and the amount of main storage that can be allocated to the jobs in the subsystem, via linking it with memory pools. There are other settings that are also taken care of through the subsystem description, but in terms of controlling resource usage, *number of jobs and amount of main storage are it.*

To an application, a subsystem acts as a mini-OS that has to sanction the starting of jobs and that dishes out precious main storage. Note that in this respect, a subsystem can be thought of as a very simple form of resource [virtualization](#).

Since subsystems have this OS-like power over applications, QSystem Monitor provides you with not one, but several metrics about subsystems. As this month's dose of highly nutritional information, the following is a list of the metrics that relate to subsystems:

1. Subsystem status. This has the added bonus that when you are running the PC Monitor, you can start and stop subsystems directly from its GUI. Note that most IBM-shipped subsystem descriptions can be found in the QSYS library. When you set up Subsystem Status checks, it's a cinch to add them for all subsystems using the Multiple selection.
2. Metrics for jobs where "subsystem" is one of the filters you can apply. These are: job count/interactive job count; job status; CPU per transaction; CPU usage; database CPU usage; disk I/O; faults per second; interactive CPU usage; lock wait time; response time; subsystem transactions/hour; total or per-job temporary storage; and total or per-job thread count.

That's it for this month! Tune in again next time for more sexy news on our products and OS/400, i5/OS, or IBM i.

If you would like any additional technical assistance please contact us at support@ccssltd.com and we will be happy to assist you.

[Back to top](#)



SHOW BUSINESS

COMMON 2008 - We would like to thank everyone that stopped by our booth at Common. We would like to congratulate the winner of the Portable DVD Player Mr. Sergio Glogowski with Monarch Industries in Winnipeg, Canada.



NEUGC 2008 - Mr. Shawn Totten with Commerce Insurance was also a winner at the recent North East User Group. Thanks to everyone that stopped by our booth.

[Back to top](#)



CUSTOMER REMINDER

Keep your iSeries system up to date with the latest critical support updates, features and security updates. Upgrade all CCSS products to the latest releases available through the secure technical support section of the CCSS website. For any technical assistance please contact.

support@ccssltd.com

[QSystem Monitor Release 11 - Modification Level 140](#)

[QSystem Monitor Release 12 - Modification Level 007](#)

[QMessage Monitor Release 6 - Modification Level 067](#)

[QRemote Control Release 2 - Modification Level 062](#)

[Back to top](#)

As an existing customer of CCSS, you will continue to receive our regular email newsletter. If you would prefer not to receive future copies, please send us an email to news@ccssltd.com with the word UNSUBSCRIBE in the subject heading.

2008. All Rights Reserved.

CCSS