



Systems Management Solutions

Implement Money and Time Saving Strategies

The powerful functionality and continued development of the QSystems Management Suite is driven by our commitment to meet the ever-changing, real-world needs of our customers. That's why QSystem Monitor, QMessage Monitor, and QRemote Control have become the products of choice for leading organizations around the world. Learn more about money and time saving strategies available for your business by reading these examples.

“We could save considerable sums of money by bringing our machines and operations in-house. This would eliminate the cost of managing operations through a third party. However, we want to be sure the move increases our own resource efficiency to a 'lights out' status.”

The CCSS suite of automated solutions, QSystem Monitor, QMessage Monitor and QRemote Control, makes an in-house move an opportunity to further enhance automated operations for maximum performance, resource efficiency and sustainability of a 'lights out' status. With the systems in-house, managers have hands-on access to not only automate operating tasks, but to resolve reoccurring problems. This creates a cleaner system with far fewer events requiring analysis.

“Due to a recent company merger, we have a number of systems that are now managed by a staff member in a remote location. It's important that we migrate our system messaging rules to these new systems, but our management team is already stretched for time. Is there a time efficient solution for this process?”



Using the auto-replies feature in QMessage Monitor, operators who sub-set their systems into defined groups (for example, based on geographical location) can set up message rules based on those groups. This saves managers considerable administration time because they can create a single record for the group rather than separate auto-replies for each system.

“A user is complaining about delays but there seems to be no corresponding system issues. This makes it hard to repair the problem.”



The user may be experiencing substantial delays because their application program is trying to access an object that is in use by another job. It feels like a delay to the user, but in fact, they are locked out. It is very difficult to diagnose lock wait status. So for this problem, QSystem Monitor (QSM) has a dedicated monitor to supply the average lock wait time per transaction for interactive users. If average times are exceeded, QSM immediately alerts managers, pre-empting complaints to the help desk.

“Certain jobs are experiencing very poor performance, but the cause is not obvious.”



The issue here could be memory pool performance. A high rate of faulting in a specific pool indicates there are either too many jobs or insufficient memory in that pool. Without dedicated memory pool performance monitors, this situation typically leads to a lengthy investigation process. Operators would have to identify the memory pool where jobs are running and then determine how many jobs are in the pool to isolate the problem. With QSystem Monitor's memory pool performance monitors, operators could immediately discover these types of issues and react before they impact users.

“A user logged on to the IBM i server then switched off his PC, believing he was 'logged out' when he was not. As a result, the user entered the system under the generic QUSER profile, consuming resource. There are hundreds of QUSERS on any given system (let alone the entire network), so the task to hunt down the particular culprit became a painfully drawn out and expensive process. How can we quickly identify these users in the future?”



In this example, managers could simply set up QSystem Monitor's MONCHKJCP. This check monitors all QUSERS in a particular subsystem. If this particular problem arises, operators can automatically take action without further impact on resource. MONCHKJCP checks the CPU usage of the job, then takes the appropriate action, e.g. hold the job, lower its priority, or take no action. In this case, the action would be determined by user-defined levels of CPU usage. To specify the check further, managers can include or exclude generics and users.

Schedule a Customized Demonstration.

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