



# Systems Management Solutions for the Finance Industry

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 and QMessage Monitor have become the products of choice for leading financial services organizations around the world. Learn more about the systems management solutions available for your business by reading these examples from the Finance Industry.

*“Downtime is our biggest enemy as the financial consequences for the Bank would be extreme. Our team is already stretched. If a critical message is missed or a problem occurs on the main production system, it could threaten our availability. We're struggling to meet the demands of 100% availability, 100% of the time.”*



No team, however vigilant, can expect to maintain a gold standard of 100% availability, 100% of the time through manual monitoring. CCSS solutions offer centralized control to manage the challenges of even the most demanding networked environments from the financial sector. With QMessage Monitor, all non-critical messages can be filtered automatically giving operators time to focus on those that require dedicated attention, expertise or investigation. Real-time alerts to critical messages or breached, user-defined thresholds, ensure problems do not escalate out of control or have any possibility to go unnoticed.

*“When rolling out the migration of a new banking package to other off-shore sites, multiple journal receiver entries were generated and overflowed into the central ASP, leaving our data in the vulnerable position of being lost if the system crashed. How do we address this vulnerability and ensure circumstances like this don't lead to a downtime situation?”*



With QSystem Monitor, users can define at-a-glance monitoring of ASPs and physical disk units in several ways. Operators can use real-time monitoring and associated alerts to immediately identify any issues. Critical ASP information is accessible and highly visible, showing operators a wide range of information including the percentage of ASP Busy Unit; number of ASP Busy Unit; ASP Space Free; ASP Space Used and ASP Status. QSystem Monitor also detects Independent ASPs that are unable to overflow into another ASP before they reach their maximum capacities, preventing potential loss of data.

*“For us, banking and security must go hand-in-hand. How can we monitor for password breaches and profiles being disabled for both audit compliance and improving our own security processes?”*



Analysis of these types of historical trends can highlight one-off instances or patterns that conflict with security protocol. Authorization lists in QMessage Monitor can tailor and restrict the viewing and interaction capabilities of each user. This reduces the opportunity for operators to either view or respond incorrectly to critical and sensitive messages. Based on historical analysis, new measures can be justifiably instated such as restricting in-house developers' view of messages from the production machine, eliminating the chance of unnecessary mistakes. Once the incidence of unintentional breaches is reduced, malicious breaches become more apparent and managers can be alerted to their existence in real-time with immediate detailed information on the user, request/command and system.

*“We provide outsourcing services to clients from the financial industry. While there are common industry-related needs, such as 24/7 availability, their individual requirements are so diverse we cannot implement a one-view-fits-all standard to managing their systems. How can we centrally manage their unique requirements without the massive cost associated with increasing our team?”*



The detailed functionality of CCSS Solutions offers companies the convenience of centralized monitoring for all systems and, at the same time, the flexibility to customize each system view. QSystem Monitor provides a manageable and tailored 'view' for each system as defined by the user on a single console. This means an operator can effectively manage a number of systems for individual clients and switch between them to resolve issues as they arise, increasing efficiency without compromising the requirements of his or her clients. This solution allows outsourcing companies to create and enforce very precise SLAs which will keep them competitive in the market, fully accountable for their services, and profitable in their efficient use of resources.



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