



# Systems Management Solutions for the Logistics Industry

**“Overall, we simply have better control of our systems.”**

Paul Cree, integrated security manager, Nippon Express USA  
“A Logistical Dream,” IBM Systems Magazine

*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 logistics organizations around the world. Learn more about the systems management solutions available for your business by reading these examples from the Logistics Industry.*

**“We run a Transportation Management System (TMS) on IBM i and as part of that, have Service Level Agreements which must be upheld. If we encountered a significant problem on the system and were unable to resolve it quickly, it could breach those agreements causing disruption to our operations and potential revenue losses. That’s just not an option.”**

QSystem Monitor (QSM) alerts operators to any potential problem before it becomes a serious threat. Users can define thresholds that draw the line between the upper (or lower) limits of acceptable levels on virtually any system metric. Similarly, QSM can monitor many system elements for active or inactive status. QSM’s real-time alerts give operators advance notice to respond and identify the ‘what, where, why’ of each issue, dramatically reducing resolution time or preventing problems completely. Service Level Agreements that run in tandem with these pro-active measures, for either internal or external customers, have the highest ongoing success rates. Furthermore, QSystem Monitor’s graphical management reports make it easy for IT teams to accurately communicate to non-technical colleagues, management teams or customers any number of detailed, SLA parameters including availability (by percentage) on the systems at any given period.

**SYSTEM**  
*monitor*

**“One of the important factors in determining our profitability is how accurately we can create resource estimates for new customers.”**

QSystem Monitor’s Job Accounting feature can be used to document and interpret the resource demands of existing customers. Use of resource according to user, a group of users or defined systems or subsystems can become an effective way to scale and price for similar use by new customers. In environments where individuals, groups or jobs must be financially accountable for some or all resource usage, this can be extremely valuable.

**SYSTEM**  
*monitor*

“ We rely heavily on WebSphere® MQ (MQ Series) as it provides a direct communications channel to national customs. Recently a 3rd party vendor required remote access to carry out a routine troubleshooting task on an MQ Queue. During the task, they shut down the whole MQ Subsystem and forgot to restart it. As a result, we faced several hours of downtime with vital packages held up in customs because we lost our comms link with them.”



QSystem Monitor's ability to monitor WebSphere MQ means QSM immediately alerts managers when a MQ subsystem is down. Managers can quickly repair the problem, restoring the associated comms link and prevent delays in the business process. Avoiding downtime can help logistics companies meet their delivery agreements and retain their reputations for reliability.

## Preview of "A Logistical Dream"

by Jim Utsler, IBM Systems Magazine

**CUSTOMER:** Nippon Express USA

**HEADQUARTERS:** New York

**BUSINESS:** Freight forwarding, warehousing and distribution, supply-chain management, customs brokerage, cargo insurance, and moving service

**HARDWARE:** Two IBM iSeries 825s (soon to be updated to two new Power Systems 550s)

**SOFTWARE:** CCSS QMessage Monitor, QSystem Monitor and QRemote Control; WebSphere MQ; Lotus Domino

**CHALLENGE:** Automating and improving systems monitoring

**SOLUTION:** Deploying the CCSS monitoring tools to discover and share crucial system messages

Before deploying the CCSS solutions, Nippon Express USA's IT personnel had to manually check for messages. Now, much of that work is automatic. If something goes wrong in the company's IT department, IT personnel can quickly respond, whether they're in the office or not. And thanks to this automation, the company estimates that system operators are spending 87 percent less time monitoring systems. This means programmers can now spend more time innovating and helping customers.

Cree indicates that the CCSS tools have already paid for themselves, in improved productivity, the prevention of unplanned downtime and better allocation of system resources. As he notes, "QSystem Monitor allows us, for example, to view disk-space usage on a very detailed level, and if disk space is being overused, we can identify how and get it remedied. Overall, we simply have better control of our systems."

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