



Systems Management Solutions for the Manufacturing 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, QMessage Monitor, and QRemote Control have become the products of choice for leading manufacturing organizations around the world. Learn more about the systems management solutions available for your business by reading these examples from the Manufacturing Industry.

“We heavily invested in an expensive HA (High Availability) solution, and we thought this meant our data was totally protected in any downtime event. However, when a journal receiver became inactive, and the HA switchover occurred; large amounts of transactional data were lost.”



While the HA solution performed as it should in this case, monitoring the active status of journal receivers is critical to guarding against data loss in planned or unplanned downtime situations. As with all CCSS monitors, if journal receiver status becomes inactive, QSystem Monitor will sound the alarm in real-time and invoke escalation alerts so operators can immediately resolve the problem.

“Downtime is nothing short of disastrous, without system availability our business literally stops in every department (from R&D and Finance to Sales and Distribution). Recently, a job started to loop early in the evening and began to deposit replica spool files into a non-printing queue. Before long, hundreds of thousands of unwanted pages began to build up and because the job restarted each time, it was not immediately obvious that this was the problem. The operator was resolving another issue away from his console and before long the system crashed at 100% AUX. Our IT Team struggled for two days to find the cause of the crash with only a painstaking investigation of the history log to assist us.”



These types of looping jobs can be immediately detected with QMessage Monitor (QMM). Once identified in real-time, QMM notifies operators with red flashing alerts on the product's graphical user interface. Speech software can also be utilized to audibly alert operators and, if missed, QRemote Control's automatic escalation procedure will send a text message or email directly to the operator. If again ignored or missed, the message will be sent to the next indicated team member or manager and so on until the issue is resolved. QMessage Monitor dramatically reduces investigation time as the needed looping job information is included in the message. With the thorough alerts and escalation procedures of QMM and QRC, the system is no longer vulnerable to this kind of negative exposure and impact.



Schedule a Customized Demonstration.
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