



Systems Management Solutions for the Retail 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 retail organizations around the world. Learn more about the systems management solutions available for your business by reading these examples from the Retail Industry.

“In a classic example of bad timing, a TCP port became inactive and application generated messages sat in queues unanswered. The application in question was business critical and directly linked to the sales tills at nationwide branches. As critical levels of unanswered messages occurred, the application fell over and effectively shut down the tills, delaying business and inconveniencing customers.”

SYSTEM
monitor

MESSAGE
monitor

QSystem Monitor (QSM) tracks the status of critical communications objects, as in this case, TCP ports, in real-time. The moment a TCP port becomes inactive, QMessage Monitor (QMM) alerts managers to the issue so they can implement the necessary measures to resolve it without any consequence to the related application. In the unique situation where a QMM message reporting an inactive port is ignored, managers will receive other notification and information pinpointing the problem. For instance, QSM users can set a threshold on the application message queue. If the threshold is breached, QSM and QMM will alert the operations team, giving them time to react before it negatively impacts business.

“Over a busy trading holiday, a vital stock replenishment order for a flagship retail store was held up on a system. The user had submitted the job to a heavily utilized job queue, QBATCH, in held status and forgot to release it. Dispatch of the stock was not received in time for the next day's trade, directly impacting the profits of the company.”

SYSTEM
monitor

Jobs that are this important must be monitored. Unless highlighted, a job could be held in the queue indefinitely. Running a simple check in QSystem Monitor will automatically alert managers when jobs have been held in a queue beyond a particular amount of time. This time period can be defined as needed by the user. In this and similar situations, QSystem Monitor helps operators pro-actively resolve issues before they result in loss of revenue.

“For each customer there is a unique set of requirements. How can we offer a tailored approach to such a diverse set of customers without incurring the huge expense that this traditionally requires?”

SYSTEM
monitor

From unique SLAs, resource demands and even external compliance regulations, establishing monitoring and reporting requirements for each client is a totally unique and customized process. To practically and economically manage this scale of diversity, managed service companies must approach client systems management pro-actively with automation, real-time alerts, and centralized visibility and control. QSystem Monitor can help companies meet this challenge. For instance, multiple, customized QSM monitoring sessions can be run on a single PC screen allowing operators to respond immediately to priority system issues without neglecting other clients' systems. With this high degree of visibility in place, even the most diverse and large scale environments can be managed effectively without incurring additional expense or compromising the individual requirements of each customer.

“If the conditions of a Service Level Agreement (SLA) are breached, it means a financial penalty for our business. How can we be sure we are doing all we can to avoid these kinds of penalties?”

SYSTEM
monitor

The challenge of meeting SLAs means reducing the risk of any potential violation that results from either anticipated or exceptional circumstances. With an advanced monitoring solution, system threats can be highlighted at a stage of escalation and further identified for immediate problem resolution. Providing a combination of 24/7 real-time alerts and centralized system visibility, QSystem Monitor and QMessage Monitor have what it takes to not only catch system threats, but to notify the right staff in order to protect the system and prevent any potential penalties. Upper and lower system thresholds defined within QSM give operators advance warning to problems for virtually any system metric. Similarly, should a system element suddenly become inactive, this can be highlighted for immediate resolution. Even in a worst case scenario, such as an exceptional downtime incident, QMessage Monitor can automatically switch to a backup system without any loss of data or monitoring capability and then revert back to the central system when it is restored. Pro-active data centers that are accountable to SLAs have little opportunity to incur financial penalties with QSM and QMM in place.

Schedule a Customized Demonstration.

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Learn More about CCSS Solutions.

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