

French Logistics Firm GEODIS BM Delivers Optimal Systems Management with QSystem Monitor and QMessage Monitor

Customer



GEODIS

Geodis BM, is part of the Geodis Group of companies, a global logistics provider and wholly-owned subsidiary of SNCF Group. Geodis BM provides road transport services across Europe: full and part loads, transport on request, dedicated transport, rental, direct flows or flows via platforms, distribution and inter-site rounds.

Challenges

- Managing the systems with a combination of home grown programs and other solutions, while providing their team with visibility of real time disk usage and historical data required.
- Significantly reduce time taken by administrators to open and resolve ticketed incidents.
- Help the team to share system insights with senior management for resource planning and charging accuracy in the case of their hosted services for other divisions.

Solution: QMessage Monitor and QSystem Monitor

- ✓ Using QSystem Monitor to resolve real-time and historical performance issues such as looping jobs alleviating a tremendous impact on their business.
- ✓ QMessage Monitor assists the team to make the best use of their time by identifying exception messages in real-time and escalating them with priority status.
- ✓ A monthly report on the system performance gives managers at a-glance summaries of CPU, disk, memory, number of jobs and specific 5250 application monitoring showing the number of users by subsystem and the associated charge for particular applications.

"We had a looping job consuming every Mb of RAM on a critical server. With QSM it took us no longer than five minutes to configure a monitor to find that one job out of 3000."

-Delio Amato, Production Systems Manager, GEODIS BM

QMessage Monitor and QSystem Monitor help GEODIS meet the 24/7 demands of its IBM i platform by:

- ✓ Using two large screens showing QSystem Monitor's overview of system performance keeps teams in touch with real-time issues.
- ✓ Critical EDI jobs are monitored with audio alerts as a second-level safeguard.
- ✓ Ability to visualize, track and resolve every abnormal event on the systems.
- ✓ BRMS monitoring provides a centralized view of the logs from which they were able to export into one database table.
- ✓ Job Scheduler logs from which reports are generated and shared with other team members.

