Preferred Solutions for Managed Services Companies and Data Centers

Customer

Connectria Hosting is a leading global provider of cloud hosting, dedicated server hosting and custom hosting services. With particular expertise in managed hosting and remote administration services for the IBM System i, Connectria leverages CCSS tools to monitor customer environments. From its world-class Data Centers, Network Operations Centers, and Engineering Centers located in St. Louis, Missouri and Philadelphia, Pennsylvania, Connectria operates as a virtual extension of its clients' IT organizations.

Challenges

- Service Level Agreements (SLA's) govern the company's ability to be profitable by delivering services at agreed high standards. Any failure to do so directly impacts revenue.
- High levels of performance and availability are standard for all customers but many also have specific demands according to their business requirements. Being all things to all people (including ourselves) is tough without additional investment in resources.
- Proof of resource use would increase efficiency and reduce queries – how can we do this when each client's resource use is unique without incurring increased overheads for ourselves?

Solution: QMessage Monitor (QMM) and QSystem Monitor (QSM)

- ✓ QSM and QMM reduce the risk of breaches to SLA's from anticipated and unexpected availability or performance issues. Upper and lower thresholds, real-time alerts and intelligent escalation procedures give operators early warning and reduce investigation time to resolve problems. Even in a downtime event, QMM's automatic switch to a back-up system (and restore to the original system when issues are resolved) provides continual monitoring and no loss of data.
- ✓ QSM helps operators to pro-actively manage multiple, unique system demands. Multiple customized QSM monitoring sessions can be run on a single PC screen for priority response to issues across a number of client environments without compromise to individual requirements, SLA's or incurring additional expense.
- ✓ Automatically generated resource reports for usage and availability by system, sub-system, disk, application or any other system component monitored by QSM provides proof positive accountability. Long-term historical analysis and predictive forecasting reports help anticipate future resource requirements and new estimates.

"The CCSS QSystem Monitor and QMessage Monitor products enable Connectria to ensure the consistent reliability and performance that our System i customers expect. We clearly recognize the value CCSS brings to our data centers and customers."
        - Rich Waidmann, President at Connectria

The powerful combination of QSM and QMM in the Connectria Data Centers provides:

- ✓ Sustained high performance and availability of systems to meet or exceed client SLA's
- ✓ Reduction in instances of financial penalties due to SLA breaches
- ✓ Highly adaptable monitoring options for meeting unique and specific customer demands
- ✓ Accurate resource reporting and forecasting
- ✓ Compliance to even the most demanding audit and regulatory requirements

CCSS
Monitoring your systems