Dressing System i for Retail Success

Customer

EXPRESS

Express is a specialty apparel and accessories retailer of women's and men's merchandise, targeting the 20 to 30 year old customer. The Company currently operates more than 600 retail stores, located primarily in high-traffic shopping malls, lifestyle centers, and street locations across the United States, Canada and Puerto Rico.

Challenges

- Reducing and eliminating massive outages which every associate at the home office would be affected potentially losing millions.
- Finding a large enough batch window for regular maintenance associated with patching, upgrades, and PTFs.
- A proactive response to urgent system messages is critical for the team during out-of-hours operations when batch processing occurs.

Solution: QMessage Monitor and QSystem Monitor

- ✓ QSystem Monitor and QMessage Monitor significantly reduces the chance that these types of unplanned downtime events occur and, at the same time, helps the team of 10 who manage the system maximize efficiency.
- ✓ The rich functionality of both QSystem Monitor and QMessage Monitor to coordinate their tasks according to the best possible timing and maintain system performance.
- ✓ QMessage Monitor ensures the team is informed of real-time threats to batch processing including jobs that fail, are waiting for a response and FTP errors.

Express currently utilize QSystem Monitor and QMessage Monitor by:

- ✓ Reporting and fast problem identification
- ✓ Real-time visibility to monitor disk, jobs, and applications
- ✓ Historical analysis and forecasting
- ✓ Giving immediate attention of issues regardless of shift-patterns
- ✓ Anticipating system trends and vulnerable areas before problems occur

SYSTEM *monitor*   **MESSAGE** *monitor*

"CCSS provides the eyes and visibility into our environment for the awareness we need to ensure we maintain a robust environment. I pull monthly reports on performance that allow us to proactively monitor the system and prepare for necessary maintenance. It prevents reactivity."

-IT Operations Manager for Express

CCSS
Monitoring your systems