**Case Study**

## Capgemini relies on GSX Monitor to maintain its Lotus Domino infrastructure.

Eric Chevassu, Notes administrator

### About Capgemini:

Founded in 1967 as Sogeti in France, it acquired both CAP and Gemini Computer Systems in 1975 and became Capgemini (http://capgemini.com/). The company continued to grow and develop, shifting its focus from capital-intensive machine solutions to high-value intellectual services. By 1989, internal restructuring, European expansion and American market entry had positioned the company among the 5 leaders in its sector worldwide.

Capgemini built a world-class management consulting practice through a series of strategic acquisitions including United Research (1990) and the Mac Group (1991) in the U.S. and Gruber Titze and Partners (1993), and Bossard (1997) in Europe.

As the global IT market evolved, the company increased its emphasis on two of our businesses: local professional services and outsourcing.

Today, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. Capgemini enables its clients to transform and perform through technologies and provides them with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience. The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 and employs 90,000 people worldwide. More information is available at www.capgemini.com.

### The IT Architecture:

Eric Chevassu is Capgemini's Notes administrator, especially in charge of SLA reporting.

Along with 20 Notes Administrators, Architects and Project leaders, he is responsible for maintaining over 125 different Wintel and Unix/Solaris Notes servers (including 50 mail servers, 48 Application servers, 25 hubs and Gateways, 11 clustered mail servers, etc) located in 25 different countries. This architecture supports over 34,000 users around EMEA.

Like most global companies, Capgemini had the specificity of having a large number of servers with teams located all over Europe, virtual support teams requiring the ability to monitor all of the company's IT infrastructure regardless of their physical location.

**The Challenge:**

Because of its size, the number of its offices and the dispersed location of all its offices, Capgemini faces the typical challenge of ensuring continuity of its messaging environment to all users at all times.

In addition, Capgemini has established some strong Service Level Agreements (SLAs) with its customers that have led to very specific Key Performance Indicators (KPIs) as well as high availability expectations from the same customers. These SLAs included specific ways to access the impact on users and how to manage clusters.

As part of these agreements, Capgemini had to define and implement financial penalties between themselves and their clients in case they failed to meet those SLAs. The amounts involved were one of the key reasons why Capgemini needed to better manage its Domino server infrastructure to dramatically reduce or even prevent downtime.

**The Requirements:**

When evaluating a monitoring solution to help them meet their SLAs, Capgemini looked for a unified tool that would give them the ability to manage all of their servers regardless of their physical locations. Because their administrators, their users and their servers were scattered in a number of different locations all over Europe, they required a tool that could give them local control to manage their servers while being able to centralize the information and allow virtual support teams (on/off shore) to ensure that their Domino servers would remain up and running at all times.

More specifically, Capgemini needed the ability to manage clusters unavailability and wanted as much as possible to find a tool that would let them calculate very specific SLA KPIs.

**Why GSX:**

Capgemini chose GSX Monitor after evaluating a number of solutions because it best met its list of requirements, offered the best compromise on features and functionality (including its ease to work in a virtual environment) while being a very non intrusive solution, as GSX monitor does not require to be installed on production servers. The ability to efficiently monitor servers without having to load any code on servers was an important factor in Capgemini's decision.

As for every IT product, the GSX products were only as good as the technical support and overall service provided during both the evaluation and the deployment/implementation of the solution.

As a brand new customer of GSX Monitor, Capgemini had very specific expectations and feature requests that they were able to work on with the GSX development team and get included in new releases after their original deployment. More than its market leading solution, it was GSX reactivity and ability to work closely with Cap Gemini and meet their needs that helped make this a successful deployment.

It is difficult for Capgemini to quantify the actual savings provided by GSX Monitor; it allows Eric's team to identify a problem and fix it much faster and more efficiently, even when people are on duty. Before deploying Monitor, it would take a considerable amount of time for an engineer to go through the logs of all servers to identify the root of a problem. Capgemini now completely relies on GSX Monitor and Analyzer to provide them within the 3 first open days of each month with vital information they could not easily get without the tool before. In addition, they can now identify and correct problems before they start really affecting users.

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