

ATOS EMPLOYS GSX SOLUTIONS TO MONITOR MESSAGING SYSTEM MIGRATION AT A MAJOR INTERNATIONAL BANK

Atos

About Atos IT

Atos IT Solutions and Services GmbH (Societas Europaea) is an international information technology services company with annual revenues of EUR 8.8 billion and 76,400 employees in 47 countries. Atos provides hi-tech transactional, consulting and technology services to clients in diverse industries, including: manufacturing, retail, government, health, transportation, financial services, telecommunications, media, energy and utilities.

Monitoring of tightly integrated financial and messaging system critical to success

The Challenge of Migrating for a major European Bank

Atos faced the challenge of migrating the old messaging system for a major Bank - the central institution for more than 900 cooperative banks and 12,000 branch offices - to a new one created by Atos. Atos hosts the bank's 12 messaging servers, and provides remote services for 5,200 users. Since the bank's financial information is tightly integrated with its messaging system, it was crucial to monitor the messaging systems during the migration to ensure that there was no data loss.

High availability was central to the decision-making process, so Atos had to have a tool in place to check server and mailbox replication and make sure that the service is delivered without interruption. Since the built-in tools offered only partial monitoring to assure a smooth migration, it was critical to have a third-party tool to closely monitor data replication and assure compliance with a strong Service Level Agreement (SLA).

Atos and the Bank had to monitor both mail routing flow (the direction routing takes through the environment), server up time and accessibility. The administrators had to have advance notice of emerging mail issues so that they could be resolved before they got a call from a user, or worse, a company executive.

“ We are pleased with our choice of GSX Monitor & Analyzer for this critical migration project,” said Uwe Warwel, System Engineer at the AtoS Collaboration Competence Center. “It proved to be a powerful tool that fully met our stringent performance requirements.”

Uwe Warwel,
System Engineer at
the AtoS
Collaboration
Competence Center

The GSX value proposition

After reviewing various options, AtoS chose **GSX Monitor & Analyzer** to help manage the messaging migration. The signed contract includes a strong SLA that defines various expectations including server up time, server down time, and mail routing queues. These strict SLAs were essential for the Bank, as real time information is critical to making strategic market decisions.

Another key reason for selecting GSX Solutions was its ability to compare the performance metrics given by the service providers to ensure high application availability and service levels.

The Results

GSX Monitor & Analyzer addressed migration issues for both AtoS and the Bank. They found that they could easily configure probes to flow through their mail system to monitor SLA times and retry intervals.

GSX was also able to meet the requirements of any department, team, or mail server with granular SLA configurations. The alerts from the probes were sent to various addresses and groups, which were able to immediately see probe statistics based on SLAs and generate mail flow and routing reports.

Today, **GSX Monitor & Analyzer** satisfies all of the mail flow reporting needs in a single monitoring tool with flexibility across all the servers. In addition to the daily reports on mail routing and servers, AtoS is implementing trend reports and forecasting.

For more information:

For more information on GSX, please visit www.gsx.com, where the resource center contains case studies, podcasts, white papers, webinars and more. A free trial version of **GSX Monitor & Analyzer** is also available for download.

For more information about AtoS, please visit www.atos.net.



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