OXFAM GB RELIES ON GSX TO PROVIDE A COST EFFECTIVE SOLUTION THAT ENSURES THE CONTINUOUS AVAILABILITY OF THEIR CRITICAL DOMINO COMMUNICATIONS INFRASTRUCTURE

About Oxfam GB

Oxfam GB is a registered charity and is one of the 14 members of the Oxfam International confederation, responding to humanitarian emergencies, implementing development programmes, and campaigning for human rights in the most disadvantaged areas of the world. The organisation has its roots back in 1942, when a group of British people campaigned for food supplies to be sent to starving women and children in enemy-occupied Greece, during the Second World War. Those principles prevail, and today the Oxfam name is synonymous with the fight to rid the world of poverty and injustice. Oxfam GB currently has approximately 4,500 staff and 20,000 volunteers, who are at work in over 85 countries throughout the world. Among many other efforts, Oxfam GB is presently responding to the earthquake in Haiti, working with local communities in Tanzania to ensure young people have access to education, and working to ensure that world leaders will agree a global deal on climate change that helps poor people.

Communication is Vital

Oxfam GB responds to crisis situations around the world, including the earthquake and subsequent cholera outbreak in Haiti, and the floods in Pakistan. In these situations, it is vital that information is delivered quickly and reliably. It can literally mean the difference between life and death. Oxfam GB relies heavily on its email system in these situations, therefore it is essential to ensure the continuous and efficient operation of the email servers, and identify potential problems before they lead to performance problems or outages.

Oxfam's Challenges

Oxfam GB is an extensive organisation, operating in over 85 countries with approximately 4,500 staff and 20,000 volunteers. The organisation relies on IBM Lotus Domino software for messaging and collaboration. There are 118 servers in the UK, and 180 servers in various locations around the world.

Oxfam GB faces some unique technical challenges, largely due to very poor IT infrastructures in the areas in most critical need of relief. Despite this challenge, email is vital to the work Oxfam do, and reliable, rapid communication is essential.

Even though Oxfam's communications network is of critical importance, the budget for IT is minimal. Oxfam GB relies on charitable donations and the minimisation of overheads is crucial. Every penny that is spent on IT is a penny less to support Oxfam's endeavours in the field. Therefore it is imperative the IT budget is utilised to the maximum effect.

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...it's actually alerting us to areas we were not monitoring effectively before, i.e. mail queues on remote servers, replication, disk space in regional offices .... We're able to now respond to these proactively with the alert thresholds we have set-up rather than waiting for reactive work upon getting notified of an issue."

The GSX Solutions

Oxfam GB is using **GSX Monitor** to automate daily monitoring tasks and critical administration checking, while the reporting features of **GSX Analyzer** are used to automate management reports and capacity trend reports. The support team has configured **GSX Monitor** to automatically track Key Performance Indicators (KPIs). The team is alerted when KPIs reach defined levels so that they can take remedial action before the service is impacted. Oxfam estimate that they have gained two hours a day (25% of their work day) by automating tasks, and reduced down time by 30% due to proactive monitoring and trend reporting.

Automating these tasks has enabled Oxfam's key support personnel to work more proactively and improve the overall service delivery. Automated trend reports are used to identify where resources can be used more efficiently, and where improvements can be made. The automated reports provide accurate data quickly and efficiently, enabling the support team to make decisions, plan improvements, and manage capacity. Using **GSX Monitor** has helped Oxfam's support team to streamline administration practices and become more fully focused on proactive infrastructure management.

Summary

For Oxfam GB, the availability of email communications is paramount and any outages could hinder the vital relief work being done in the field; despite this, the budget to ensure uninterrupted, reliable communications is minimal. **GSX Monitor** provides a way to balance these two factors by providing a cost-effective solution that safeguards the continuous operation of Oxfam GB's communications, while enabling the support team to proactively manage the infrastructure. In addition, by using **GSX Analyzer**'s sophisticated trend reports, the team is relieved of the substantial workload involved in manually creating these reports and can rapidly and effectively identify resource utilization, requirements, and prioritize resource allocation.

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 Oxfam GB, please visit www.oxfam.org

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