

BEIT SYSTEMHAUS GMBH



The IT Architecture

BEIT supervises 48 Domino servers, 1 Sametime server and 2 BlackBerry Enterprise servers totaling 2800 users (including 250 BlackBerry devices) in 30 locations in over 10 countries. Their responsibility is to ensure that the company's entire communication system (from the Notes email to the Blackberry services) remains up and running at all time.

While all the company's domino servers are administrated and monitored from the central data center in Espelkamp (Germany), only 13 of those servers are physically present on site; the other 38 servers are located in different countries around the world.

Summary

BEIT Systemhaus GmbH (www.beit.de) founded in 1987, is the internal IT Service Provider of the Gauselmann Group. While BEIT provides its IT services primarily to successful medium-size companies in the services, industrial and trade sectors within the Gauselmann Group, it also offers its services to over 700 external users. It is a full IT service company - starting with conception, going further with implementation and finally the operations of complex IT systems. Located in Espelkamp in North Rhine-Westphalia (Germany), it provides its services globally to its national and international clients. BEIT holds the internationally recognized ISO certifications 9001:2000 and 27001. Günter Sander (above) and Hartmut Drunagel are the two Notes/Domino systems administrators interacting with **GSX Server Guard**. Based in Germany, they are responsible for email systems and Notes/Domino administration. Günter was the person who evaluated and chose **GSX Server Guard** as the company's solution of choice.

The Challenge

24 x 7 operations and a high availability of all Domino servers are demanded by challenging Service Level Agreements with the customers. "Our biggest challenge has always been that most of the servers are located outside of our main facilities in Espelkamp, in locations where there is no local Domino administrator" says Günter. "All Domino servers and all related tasks have to be monitored, started or even stopped from the central data center in Espelkamp, Germany. The challenge is that we have to rely on only two email administrators to manage this entire architecture."

Like many other companies, the continuous availability of the entire email system (in-house as well as via the Internet) is absolutely crucial for the business processes of their customers.

“
A
downtime of
the email
system means
that essential
information is
no longer
accessible.
This is
something
that neither
we nor our
customers
can accept.
The potential
loss of
revenue
cannot be
specifically
quantified
but it would
be very
significant
and cannot
even be
considered”

Günter Sander
Notes/Domino
systems
administrators

The Requirements

The company was looking for a software package that would allow them to watch, start, stop and restart the Domino servers in each of their locations and related tasks when necessary. Events like corrupted tasks or crashes needed to be recognized. Most importantly, as “all of our servers IDs are secured by a password, all the restarts have to be carried out manually by the administrators in the data center.” adds Günter. “This is the main reason why we needed a solution that could automatically provide the password to restart a Domino server.”

When looking for a tool to address his organization’s specific needs, Günter was certainly conscious of cost but was ultimately looking for a solution that would offer event driven features; the most important of them being the ability to automatically provide the password to the server.

Why GSX

Günter was introduced to **GSX Server Guard** by another Domino Administrator who had recommended the tool. While the recommendation played an important role in the original decision to investigate **GSX Server Guard**, BEIT did not really evaluate any other solutions as **GSX Server Guard** simply met all their requirements:

- **Server Guard** let BEIT perform unattended crash recoveries and automated server maintenance procedures for Domino and windows based servers, thus ensuring that the company’s servers ran with maximum available resources.
- It also allowed Günter to automatically detect problems and take immediate action without having to resort to manual intervention (including automatic restarts of processes in case they got hung).
- Last but certainly not least, the ability for Günter to perform remote configuration and maintenance from a central location proved to be crucial based on their IT department configuration.

The GSX Experience

In today’s economy, where IT resources are more limited than before, implementing an IT solution seamlessly and being able to see tangible results immediately is more important than ever.

The bottom line is now Günter and his colleague Hartmut can rely on **GSX Server Guard** to ensure that 2800 users in different locations around the world can use the company’s email system without any problem.



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