Orange

We have purchased the **GSX Monitor** recently and wanted to express our satisfaction with this product. Orange has used what their competition is offering and always had major issues with server based installs causing outages. GSX Solutions has all the functionality and does NOT require anything to be running on the server to allow the product to do its job. Our success story with GSX has many more chapters to be written but our first few are very promising. All of their staff, ranging from their administrative people, sales professionals and technical specialists… has been a pleasure to work with. They are friendly, promptly return phone calls and deliver what they promise. Their enthusiasm for their products comes through everyone we have dealt with. Our customers are all of the Orange employees relying on Lotus Notes for their messaging and groupware needs. **GSX Monitor** has changed our Notes Operations team from a reactive "response" team, to a proactive one. Most of the time now, we are able to identify when a server needs attention before it becomes an outage. Many times an outage is required but it can be a controlled outage as opposed to an emergency outage which would interrupt our customers during their working hours.

A controlled outage allows us to respond to a possible server problem outside of active user periods. This is the greatest value gained by making this purchase.

Our satisfaction with **GSX Monitor** has already prompted us to adding on SNMP Trapping capability and the GSX Web Enabler. Our team is now considering their ID Manager product. I have already recommended **GSX Monitor** to former colleagues and Lotus Notes Professionals working for other companies.

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