HOW SILCA EMPLOYED GSX TO MOVE CRÉDIT AGRICOLE USERS FROM IBM DOMINO TO MICROSOFT EXCHANGE

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About Silca

SILCA is the IT division of Crédit Agricole, the largest retail banking group in France, the second largest in Europe, and the eighth largest in the world by Tier 1 capital. SILCA provides a variety of services, including applications and services monitoring, platform management, infrastructure services, business line tools, and project expertise. Of the more than 5,000 people in Crédit Agricole's Information Systems Business Line, 650 work in SILCA.

GSX ease of use and end-user orientation assures smooth operations at Crédit Agricole

The Challenge

SILCA is now hosting most of the entities of Crédit Agricole and migrating them from IBM Domino to Microsoft Exchange. They started with the challenging task of porting 16,000 mailboxes, with a goal of 40,000 by the end of the year, in an effort to optimize costs. This required coexistence between the two messaging environments during the transition. To add to the migration complexity, the bank was using both Exchange 2010 and Exchange 2013.
It needed a common solution that could track end-user performance in both environments so the IT application team could simultaneously monitor, test, report and diagnose problems for both the old and new environments.

The GSX value proposition

Fortunately, Crédit Agricole had already been using GSX to manage its Domino environment and it found it could use the same tool to monitor Exchange, with the same level of reporting for both environments. It had considered using other tools but none had a comparable end-user approach and intuitive user interface. Moreover, the bank used to work with Quest Spotlight from Dell for monitoring Exchange, but because GSX offered a click-and-use approach, it decided to use it to monitor both Exchange 2010 and Exchange 2013.

> " It really simulates in realtime the major actions of a user. We set this up once at the configuration level and the remote GUI gave us access to the health of our applications in seconds. Thanks to the intuitive user interface, you know instantly if something does not work as expected. GSX is the perfect solution that helps us track performance and view in depth the KPI of our Infrastructure.
> It's a powerful tool that enables us to focus our effort and attention so that our performance SLA of 99.9 percent is always reached. "
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> **Nguyen Vo Tam**
> IT Manager for collaboration tools

The GSX agentless, performance-testing engine enabled the bank to perform end-user actions over and over to assure that Crédit Agricole's line of business continuously received a good level of service without interruptions that could affect the group.

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The results

Administrators now use GSX to simultaneously monitor, test, report and diagnose problems for both the old and new Exchange environments, generating reports, merging stats and cross-checking results. The GSX agentless monitoring and reporting solution enables them to repeatedly simulate end-user actions to assure that Crédit Agricole's business lines continuously receive a high level of uninterrupted service.

An outstanding GSX feature is the remote user interface that lets administrators monitor service status at a glance from their laptops. They only have to go to the actual console for initial setup and to respond to trouble reports.

According to Nguyen Vo Tam, IT Manager for collaboration tools, end-user simulation was key: "The next step for Crédit Agricole is to pilot GSX monitoring of its over 12,000 Lync users."

Conclusion

On 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 is also available for download.

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