

From alert to investigation and troubleshooting in one click. How **GSX Monitor & Analyzer** helps keep TNT's messaging and mobile infrastructure on track.



About TNT

TNT is one of the [world's largest express delivery companies](#). On a daily basis, the company delivers close to 1 million consignments, ranging from documents and parcels to palletized freight. TNT operates road and air transportation networks in Europe, the Middle East and Africa, Asia-Pacific and the Americas. TNT reported €6.7 billion in revenue in 2014.

Alerting and troubleshooting across a distributed infrastructure of IBM Sametime, BlackBerry, IBM Traveler and IBM Domino Servers—TNT Support can view tasks, disks, pending dead mails, and replication for thousands of TNT users around the world.

The Challenge

TNT needs a consolidated monitoring solution for its distributed global messaging collaboration and mobile infrastructure. An 11-member team manages 272 Domino servers and Sametime servers for over 40,000 users, while another team manages the mobile infrastructure gathering BlackBerry and Traveler servers. Monitoring all messaging infrastructure in one place wouldn't be complete without the ability to know when critical changes are occurring or anticipating slowdowns. "Combining GSX Solutions together with BMC Patrol is the perfect match for incident escalation and resolution" said Ian Denny, Technical Support Analyst at TNT. GSX is sending alert to the BMC console when something is working below expectation for faster resolution.

The GSX value proposition

TNT introduced GSX Monitor & Analyzer as its main monitoring tool for mail in 2001, and has since expanded its use to its entire messaging infrastructure. GSX allowed TNT to create alerting rules that actively check server uptime, availability and more.

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Ian Denny
Technical Support Analyst at TNT

GSX enables administrators to set up one-click alerts to emerging issues before they impact the user experience:

- ▶ Response time thresholds to monitor tasks, pending or dead mails. Alerts are sent out when the routing path is unavailable or exceeds the predefined time threshold;
- ▶ Mailbox replication, as well as daily reports on critical databases;
- ▶ Alerts when the utilized space on various disks exceeds predefined thresholds;
- ▶ Monthly troubleshooting reports, including statistics on unusual events.

The Results

With GSX alert to investigation and troubleshooting in one click, TNT Support can use the remote web smart view of GSX Monitor to pinpoint tasks, disks, pending dead mails, and replication for thousands of TNT users around the world. The data are centralized in the UK where all the troubleshooting is done.

“We have worked with the GSX team for a long time, and have always found them to be highly effective,” said Technical Support Analyst Ian Denny. “Support is always available and issues are fixed really quickly. We know that our messaging systems are secure thanks to the GSX product and support.”

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.



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