

## **Case Study – GSX Server Guard**

### **Summary:**



BEIT Systemhaus GmbH (<http://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 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.

### **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"

### **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.

"**GSX Server Guard** has run without problems in our Domino 6.5 environment from the beginning. The tool has greatly helped us to save resources and reduce overall mail administration costs." says Günter. "Now our Domino servers are running 24/7 without any downtime. Hence our customers are pleased which results in a better resource allocation towards more value-adding tasks". Last but not least, "it was important for us to work with a partner like GSX that provided the necessary support to ensure a smooth deployment of their tool".

**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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