

# GSX MONITOR & ANALYZER STREAMLINES COMMUNICATIONS SERVER MONITORING, LOWERS TCO, AND RESOLVES SECURITY CONCERNS



## About Raiffeisen Informatik

Raiffeisen Informatik, the largest IT provider in Austria, has been serving corporate customers for over 40 years. Part of the Raiffeisen Banking Group, its services include IT operations, outsourcing, client management, security, and license management. It has annual revenues of around 1.3 billion euros, and 2,800 employees in over 120 locations in 29 countries.

### Raiffeisen Informatik's Challenges

Before turning to GSX Solutions, Raiffeisen Informatik had deployed several monitoring software solutions to manage the multiple IT environments and components in its large farm of Domino communications servers, together with several BES and Sametime servers.

Installation was very labor-intensive, as an agent had to be installed on every Domino Server. It then took another four to five days to configure each server's monitoring, as every parameter had to be manually set.

Moreover, they had to redo the whole process for every server upgrade, and for every new server deployment. They were in a continuous reactive - rather than proactive - mode, due to the never-ending configuration and parameter-sizing tasks. As a result, it was hard to keep ahead of problems, such as low space on various servers.

### The GSX Solution

In an effort to resolve their communications server monitoring pains, Raiffeisen Informatik examined three monitoring alternatives. After extensive testing, they chose **GSX Monitor & Analyzer** for the following reasons:

- **Rapid Deployment:** **GSX Monitor & Analyzer** deploys in only 5 minutes, vs. 2 days to configure the old solution.
- **Increased Security:** **GSX Monitor & Analyzer's** agentless installation without the need for codes mitigates the risk of intrusion and system downtime.

“  
GSX Monitor  
is an impressive  
and powerful  
tool which  
enabled us to  
drastically  
reduce our  
monitoring  
setup and  
configuration  
time. We now  
have ready  
access to all  
the key metrics  
of our servers,  
and the  
services  
delivered to  
end users.”

Anthony-Georg  
Heijkoop,  
Raiffeisen  
Informatik  
BlackBerry and  
Lotus Domino  
administrator

- Lower Total Cost of Ownership (TCO): **GSX Monitor & Analyzer**'s out-of-the-box solution with preconfigured setup boosts IT department productivity, and cuts installation, maintenance, and upgrade costs.
- Easy to Customize: It is simple to customize task configuration.
- Scalability: Only a small team is required to deploy **GSX Monitor & Analyzer** over a complex infrastructure, thanks to the pre-configured setup panel. System infrastructure can be seamless expanded through remote, non-intrusive communication. (Old monitoring tool requires manual intervention to both install and configure each newly targeted machine.)
- Flexibility: Thanks to the Java Console, the IT team can access servers and service availability from home using a VPN connection.
- Mobile Access: Mobile workers can stay connected to IT resources and control server availability from a Blackberry or other mobile device.

### The Result

Raiffeisen Informatik licensed **GSX Monitor & Analyzer** to help manage the communications for 18,000 users throughout the world. They currently use **GSX Monitor & Analyzer** to oversee an infrastructure of 59 Domino servers, five BES servers, three Sametime 8.5 installations, three LDAP servers with probes scanners, and two SMTP servers.

Since setting up alarms over a year ago to detect problems before they occur, they have never run out of space on any of their servers. They are also able to keep track of additional parameters, such as pending emails, all the while significantly reducing their TCO.



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