

Case Study



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The Experts in Multi-Platform Systems Management

Remote Monitoring using Operations Center & Network Server Suite

The City of Corpus Christi, Texas

“Halcyon provided a cost effective, customizable, easy to use, multi-platform system monitoring solution enabling us to proactively support the municipal hardware and software solutions for the citizens of Corpus Christi”

**Debby Studer, IT Application Coordinator,
City of Corpus Christi, Texas**

Solution Overview

Company

The City of Corpus Christi's MIS department manages e-gov applications that provide business services for the City's citizens including payment applications, appointment scheduling and back end applications running on various platforms.

Challenges

- Lack of unique AS/400 systems knowledge and expertise
- Staffing crisis - limited labor, staffing time and ability to respond to system problems
- Lack of multi-platform support from current third party monitoring solutions
- Difficult to customize third party monitoring solution
- Need 24/7 systems management solution with paging and email alerts for technical staff

Solution

Through the recommendation of partner SunGard Public Sector, the City of Corpus Christi purchased SunGard Public Sector's Remote Administration Offering which included Halcyon's remote monitoring using Network Server Suite and Halcyon's Operation Center.

Implementation

- Software deployed quickly
- On-site user training
- Defined program of mapping business process to Halcyon tools
- Business critical performance alerts forwarded to SunGard Public Sector network center 24/7

Results

- Consolidated technologies and support significantly maximizing use of resources
- Decreased help desk calls
- Improved staff morale and productivity



The City of Corpus Christi, located on the southern coast of Texas, has a population of approximately 290,000 people. Dedicated to delivering responsive services addressing the diverse needs of the community through fiscal discipline, continuous improvement, straight-forward communication, wise stewardship of resources and excellent customer service, the City ensures efficient and conveniently accessed information and business services for citizens, businesses, government and visitors through the use of advanced technology and innovation.

The City's MIS (Municipal Information Systems) Department supports all of the systems in use by their e-gov department. E-gov provides business services for the citizens including payment applications, appointment scheduling and back end applications running on various platforms.

Challenges

In the fall of 2007, the MIS department suddenly lost a long time employee with extensive AS/400 (iSeries) knowledge and experience with several key software applications. At the time, the City was using a third-party monitoring solution that was labor intensive, difficult to customize and did not support multi-platform technologies.

The MIS department was under tremendous pressure to quickly hire a new employee, however, the skills required were unique and they were unable to find an appropriate replacement. They looked to their partner SunGard Public Sector, a company that provides software and consulting solutions designed to meet the specialized needs of city and county governments, public safety and justice agencies, school districts and state and central government, to provide system administration support.

“We've worked with SunGard Public Sector for several years - they have a strong reputation with municipal governments and the software applications they provided us in the past were top-notch. Ms Studer said, “we trust them implicitly and knew that they would be the ideal partner to help us solve our staffing crisis therefore we quickly brought them on board to manage our system.”

Halcyon Software Inc

Halcyon Software is an international software company with over 20 years systems management experience. Halcyon writes software for IBM midrange computers as well as Windows®, Linux®, UNIX®, AIX® and Netware® platforms.

Our solutions proactively address the challenges of:

- Enormous volumes of enterprise data
- Staffing time / resource limitations
- Multi-platform systems knowledge limitations and lack of centralized support resource

How can Halcyon Software help you?

- Consolidate one “dashboard” view of all your systems
- Automate 80% of your routine daily tasks
- Pre-program automatic responses to routine events so you can focus on mission-critical issues

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The City needed a systems management software solution to:

- support front and back end applications;
- maintain the already high levels of technical and customer services offered;
- automate hardware and software management; and
- optimize the use of scarce technical resources.

Solution

SunGard Public Sector recommended the City purchase its Remote Administration offering that included Halcyon's Network Server Suite, a fully integrated solution that manages all network servers and devices, from a single console, and Halcyon's Operations Center, an enterprise console for IBM iSeries centralized monitoring and management, to streamline their department.

“The system we were using was not flexible and wasn't able to handle all of our requests. We were receiving error messages in the middle of the night, which would require our technicians to trouble shoot system problems from remote locations. We were desperately in need of a solution that would proactively manage our applications,” added Mike Hernandez, Functional Analyst, City of Corpus Christi.

Many alerts are automatically dealt with by Halcyon's technologies. Business critical performance alerts are now forwarded to SunGard Public Sector network operations center 24/7.

Implementation

The City was up and running with the monitoring solutions in just a couple of days and technical staff were onsite to answer questions and help the City customize the solution to fit its needs. “Customization is still an ongoing project for us because we continue to be surprised by the capability of the product. As we continue to use the technology we find additional ways that we can customize it to make our department run more efficiently,” Studer said.

Halcyon's solutions now alert technicians to unexpected problems through email, SMS, telephone and pagers.

“We are very impressed with Halcyon's features and functionality as well as the knowledge of their staff. The team of Sungard Public Sector and Halcyon are very responsive to our needs and they are quick to turn around any special requests. Since we are working with municipal centric applications – it is very important that we are able to provide our citizens with high quality solutions 24 hours a day, seven days a week,” Hernandez said.

Results

The City of Corpus Christi's MIS department now operates more efficiently.

“Since using the Halcyon technology we have been able to eliminate two archiving products and we have also decreased the number of calls to our help desk,” commented Hernandez. “In addition, we are considering implementing the monitoring solutions for use with other applications within our department,” he said.

“We are very happy with our system management solutions – we no longer have to worry about our systems failing. And our employees are now able to focus on other projects, ultimately enabling us to be more productive,” Studer added.