



halcyonsoftware

The Experts in Multi-Platform Systems Management

Solution Overview

Company

Meridian IT provides complete and effective technology solutions to both large and small businesses, representing a wide variety of industries. Meridian's innovative technology ensures the availability of business information so customers can increase productivity, reduce costs and satisfy service level and compliance requirements.

Challenges

Meridian IT needed an automated systems management software solution to:

- efficiently deliver services to customers
- manage multi-platforms
- provide 24/7 monitoring without the need for staff on-site
- automate hardware and software management

Solutions

After reviewing several solutions, Meridian IT chose to purchase Halcyon's Systems Operations Suite to use within its data center.

Implementation

- Using the spring-loaded monitoring templates, the software was deployed very quickly
- Software immediately identified system problems and provided a single environment to fix problems
- The management of multiple system environments 'simple' for administrators
- Enterprise Console made the tasks easy, even for non-iSeries staff

Results

Meridian IT is now able to deliver monitoring and automation directly to new clients quickly and effectively.

Meridian IT Inc.

“Halcyon's technology is great. We no longer worry about catastrophic problems. The Halcyon system addresses issues that might have gone unforeseen. Additionally, the system catches much more than a technician would.”

**Tom Aguado, iSeries consultant,
Meridian IT Inc.**

Meridian Group is an international IT solutions and leasing provider. Meridian IT provides complete and effective technology solutions to both large and small businesses, representing a wide variety of industries. Meridian's innovative technology ensures the availability of business information so customers can increase productivity, reduce costs and satisfy service level and compliance requirements.

Challenges

Meridian IT needed an automated systems management software solution to:

- efficiently deliver services to customers;
- manage multi-platforms;
- provide 24/7 monitoring without the need for staff on-site; and
- automate hardware and software management.

Meridian IT was expanding its data center to offer managed services for the iSeries.

“Based on the feedback from our technical team, we chose the Halcyon solution because it offered the key features and functionality we needed to assist our customers. In addition, their pricing model was right on target with our budget,” said Tom Horan, VP, Strategic Markets, Meridian IT Inc.

Solution

After reviewing several systems monitoring and management solutions, Meridian IT chose to purchase Halcyon's Systems Operations Suite to use within its data center. Halcyon's Systems Operations Suite provides comprehensive real-time automation of systems assurance, security auditing and alerting for the IBM i.

Additionally, Meridian IT has also begun to resell Halcyon's entire suite of software solutions to many of its customers.

“Halcyon is a good company to work with. They worked closely with us to make sure that the technology works correctly and they been very response to our needs. Choosing the Halcyon product was an easy decision for us. We knew that it would provide us with the flexibility we needed to roll out new technologies and service our customers,” Joe Jones, Director, Services, Meridian IT Inc.

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

Contact Us

t: +1-215-240-8838

e: sales@halcyonsoftware.com

w: www.halcyonsoftware.com

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Meridian IT was interested in Halcyon’s Graphical User Interface (GUI), the Enterprise Console, which provides a centralized dashboard view of the entire infrastructure to identify different servers and alerts. This feature enables Meridian IT to efficiently manage their high-level management reporting.

Additionally, Meridian IT was interested in the comprehensive SLA reporting and the Performance Analyzer tool to show system availability.

“The Halcyon technology is much more mature than other competitive solutions. And I especially like that from an operations standpoint IT and senior management are able to use many aspects of the product,” noted Tom Aguado, iSeries consultant, Meridian IT Inc.

Implementation

Using the spring-loaded monitoring templates included with the software, Meridian IT’s system management software solution was deployed very quickly; it was up and running in just a few days.

The software immediately identified system problems and provided a single environment to fix them, making the management of multiple system environments a simple task for administrators. In addition, the Windows-styled Enterprise Console made the tasks even easier, even for non-iSeries staff, to quickly learn and navigate the new solution.

Results

Meridian IT is now able to deliver monitoring and automation directly to new clients quickly and effectively.

“Halcyon’s technology is great,” said Aguado. “We no longer worry about catastrophic problems. The Halcyon system addresses issues that might have gone unforeseen. Moreover, the system catches much more than a technician would.”