



halcyonsoftware

The Experts in Multi-Platform Systems Management

Solution Overview

Company

SunGard Public Sector provides software and consulting solutions for its clients throughout the US, helping them provide their communities with more effective government services.

Challenges

- Need 24/7 system management solution with notification for technical staff
- Multi-platform solution required
- Top notch support and ease of use mandatory

Solution

After looking at a myriad of system management software solutions and testing the technology in-house, SunGard Public Sector selected Halcyon's Operation Center and Halcyon's Network Server Suite.

Implementation

- Software deployed quickly
- On-site user training
- Actions and alerts configured to reflect Sungard business process
- Defined program of mapping business process to Halcyon tools

Results

- Increased efficiency by 20 percent

SunGard Public Sector

“ We were in need of a multi-platform system monitoring solution that was user-friendly, easy to deploy and offered top notch support, which is precisely why when it came to selecting a partner, Halcyon was the ideal solution to enable us to support our clients ”

Sue Dumas, Technical Project Manager, SunGard PS

SunGard Public Sector provides software and consulting solutions designed to meet the specialized needs of city and county governments, public safety and justice agencies, school districts, not-for-profit organizations, and state and central government. Its mission is to improve the quality of life by helping those who support, develop and sustain the communities in which we live. More than 100 million citizens in North America and 50 million citizens of the United Kingdom live in municipalities that rely on SunGard Public Sector products and services. SunGard Public Sector is a business unit of SunGard, one of the world's leading Local Government software and IT services companies.

SunGard Public Sector Local Government hosts hardware and software solutions for its clients throughout the US, helping them provide their communities with more effective government services.

Challenges

As its business grew, SunGard Public Sector needed an intuitive systems management software solution to:

- support its growing customer base;
- increase the already high levels of technical and customer services offered;
- automate hardware and software management;
- optimize the use of scarce technical resources; and
- 24/7 monitoring without the need for staff on-site.

SunGard Public Sector had been using a solution by a well known US vendor for several years, but the technology was cumbersome and they were unable to use all of the technology's features and functionality. In addition, they were disappointed with the lack of technical support.

Solution

A SunGard Public Sector channel partner recommended Halcyon's multi-platform system management suites. After looking at a myriad of system management software solutions and testing the technology in-house, SunGard Public Sector selected Halcyon's Operations Center; an enterprise console for IBM iSeries centralized monitoring and management, and Network Server Suite; a fully integrated solution that manages all network servers (Windows®, Linux®, UNIX®, AIX®) and devices, from a single console.

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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Halcyon's Operations Center has been used in data centers for over a decade. This enabled SunGard Public Sector to use an intuitive tool to automatically handle the vast majority of alerts arising from the monitoring solution, with business critical alerts sent to a technician trained to immediately deal with systems issues.

Today using Halcyon's solutions, hundreds of alerts from IBM iSeries and Windows® platforms are dealt with automatically. Advanced warning is now given on issues that could adversely affect the day-to-day performance and quality of services provided by SunGard Public Sector.

Implementation

“We were in search of technologies that were easy to deploy, user-friendly and platform agnostic. We also wanted to work with a company that would in turn be our partner and help us deliver top notch support. Once we saw the capabilities of the Halcyon technology, we knew immediately that this was the right solution to enable us to support our clients,” said Sue Dumas, technical project manager, SunGard Public Sector.

Halcyon's software was deployed very quickly and after three days of onsite training SunGard Public Sector's system management software solution was up and running.

Halcyon's software replicates human interaction and alerts system administrators to problems. SMS, paging and email alerts were configured to monitor tasks and notify the SunGard Public Sector technical staff to critical issues that need immediate attention.

Results

“We specifically like Halcyon's software because it's intelligent and it emulates what a computer operator would do,” added Dumas. “We are now worry free about the stability of our clients' hosted solutions because our systems are monitored 24/7 and we are notified immediately if there are any problems.”

SunGard Public Sector has increased its efficiency by 20 percent since implementing Halcyon's technology. It allows SunGard Public Sector to tend to their clients more efficiently and reduces human error. Additionally, it reduces the amount of resources SunGard Public Sector needs to monitor its systems, which frees its staff to do other jobs and allows the company to take on new customers.

“We are very pleased with our system management software solutions - they quickly became critical components to our network infrastructure. The solutions work impeccably and we are receiving high quality support. In turn, we are also able to provide our customers with quick, accurate and proactive service,” Dumas noted.