

## VOLVO CONSTRUCTION

### BUSINESS GROWTH AT VOLVO DRIVES IMPROVED SYSTEMS MANAGEMENT

Halcyon Software provides proactive system and network monitoring to assist IT Support Team

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Volvo Construction Equipment Ltd, part of the AB Volvo Group, is running the *Halcyon Systems Operations Suite (SOS)* and *Halcyon Network Server Suite (NSS)* from Halcyon Software. The software was implemented in response to the

increased need for proactive systems management as higher demands were placed on the IT support team by the growing network infrastructure in the UK.

Volvo Construction Equipment Ltd identified the need for Halcyon's software tools following an expansion of the company's server environment. The amount of servers being managed by the IT Support team had increased, providing Volvo with the impetus to re-evaluate its systems management software used to monitor both the *IBM iSeries 810 and Windows servers networks*.

Carl Seeger, IS/IT Manager of Volvo Construction Equipment Ltd. explains, "Volvo needed systems management software that could cope with a growth in the number of servers but also help the IT Support Team to take a proactive rather than reactive approach to systems management; being given advance warnings of potential problems and being able to flag or resolve them accordingly allows us to add a great deal of value to the business. That Halcyon was able to provide complementary software for the iSeries and the Windows Servers was key to the decision making process."

Prior to the implementation the IT Support team were having to manually deal with server alert calls, advising them of possible server or application problems, whether they were already being dealt with or not, now *Halcyon Systems Operations Suite* for the iSeries running in tandem with the *NSS* software gives Volvo advance warning of all server and network problems. The IT Support team is now able to resolve issues quickly before the rest of the organisation even know they exist. The software can also put them firmly in control in out-of-hours situations. A power cut, for example, would be reported to the correct person via SMS and allow them to respond and resolve the problem remotely.

Seeger continues, "Currently we have eleven Windows servers running *NSS*, whilst previously the maintenance of these servers could prove time consuming, *NSS*

allows us to automate most maintenance processes. For instance, if a fan failed in the computer room, previously we would have had to physically locate it. The Halcyon software tools tell us in simple terms what has failed and where it is, instantly reducing the time taken to resolve the problem from hours to minutes. The *Enterprise Console GUI* is particularly useful for overall management – we have it displayed so that all the helpdesk operators can also view it - so it's a very visible tool in the IT department."

Seeger concludes, "The software from Halcyon essentially does the job of a machine room systems operator and as a result saves us many man hours. Furthermore, the IT Support Team are safe in the knowledge that both *Halcyon Systems Operations Suite* and *NSS* will pick up any problems and alert them – often in advance of them becoming visible to the rest of the organisation. In general, Halcyon has been very helpful since we initially engaged with them. Its software engineers have offered us a lot of support to allow us to use *Halcyon Systems Operations Suite* and *NSS* to monitor our proprietary software. That they have engaged with us on our terms, to make sure that everything we need to do with the software is being done, is commendable and as such I look forward to working closely with Halcyon for the foreseeable future."

#### **About Halcyon Software:**

Halcyon Software Limited is an established software company with over 17 years experience in systems management. Halcyon writes software for IBM midrange computers as well as Windows, Linux, Unix, AIX and Netware platforms. Large multinational companies, corporate data centres, as well as small to medium-sized businesses use Halcyon Software products to proactively manage and automate their IT operations.

The Head Office is based in Peterborough, Cambridgeshire, and their software is used throughout the world with distributors in Europe, Australia and the USA. Customers include Digica, Capgemini, Avon Cosmetics, Honda, Raleigh, Burberry, Early Learning Centre, Arcadia and Budget Insurance, British Sugar, Volvo and Cummins Information Systems.

