

## Availability à la carte

The challenges of the restaurant, retail, and hotel industry place enormous demands on IT departments. The technical administration of their IT systems requires companies to take into account significant seasonal fluctuations as well as geographical aspects. The Madrid-based Grupo VIPS opted to deploy REALTECH's theGuard! ApplicationManager in order to secure the performance and availability of its IT systems over the long term.

: success story

# Grupo VIPS



Images:  
Grupo Vips





## About Grupo VIPs

Grupo VIPs is one of the leading enterprises in the Spanish hotel, restaurant, and retail industry. With more than 30 years of experience in the business and with more than 400 establishments in 18 cities in Spain and France, Grupo VIPs enjoys an excellent reputation.

Grupo VIPs's business is marked by a number of specific characteristics. Due to the inherent seasonality of its business, Grupo VIPs has to deal with organizational and technical peak loads. Its decentralized corporate structure with a plurality of distributed locations resulted in the need to better connect the various locations which in turn significantly increased the number of critical software applications.

Grupo VIPs relies on a highly complex system landscape in order to enable its own IT to support these seasonal, geographical, and technical aspects of its business.

## High expectations

In order to optimize the performance and availability of its critical applications and to future-proof its IT systems, Grupo VIPs decided to introduce theGuard! ApplicationManager. Its objectives were as follows:

- Guarantee availability of critical servers and databases (Cisco, Wintel, and MS SQL Server)
- Minimize system downtime through proactive monitoring and effective error recovery



- Provide informative reporting regarding the performance of servers and applications to enable capacity analyses and sizing
- Establish an integrated knowledge base that can, for example, be used to post fault diagnosis instructions
- Introduce a scalable solution that can easily be extended

## Significant enhancements

The implementation of theGuard! ApplicationManager was completed in a matter of days.

Shortly following the go-live, Grupo VIPs was able to reduce the downtime of critical applications to a minimum. theGuard! ApplicationManager now monitors the availability of critical application in real-time and generates immediate alerts if irregularities are detected.

This allows Grupo VIPs to make better use of its human, hardware, and software resources.

The automation of routine tasks such as following SSAA guidelines has drastically reduced the need for manual intervention in the systems. This frees up administrators to pursue their strategic objectives, allowing the IT department at Grupo VIPs to contribute significantly to increasing the company's productivity.

The integrated knowledge base serves as a central repository for important application management information. IT administrators at Grupo VIPs can draw on this accumulated knowledge that stays with the company even when employees leave.

The speedy implementation and high levels of customer value gave Grupo VIPs a rapid and sustainable return on investment (RoI).

Following the successful completion of the first project phase, Grupo VIPs extended the solution in the following year. A total of 27 servers are now being monitored.