success story:

„Each new server in our IT environment increases the need for reliable and failsafe monitoring. With theGuard! ApplicationManager we have found a powerful solution. Especially because we rely heavily on high levels of availability and data consistency for our services in the field of nursing and geriatric care, this solution is of great importance for our administrative processes and an immediate support for the administrators working in our data center and at customer sites."

Markus Varone,
Net Services Manager at SCK GmbH JCC-IT

Good medicine for IT infrastructures

An efficient IT infrastructure is of crucial importance to the effectiveness of health care systems.
In times of tight budgets, business processes have to be reorganized and optimized. Thanks to the introduction of theGuard! ApplicationManager, SCK GmbH JCC, the central IT service provider for the Order of St. John in Germany, was able to consolidate its entire system landscape in a central monitoring system. This allows the IT staff to contribute to safeguarding the best possible care for patients of the Order of St. John in Germany.

Challenges posed by an ever-growing IT environment

SCK GmbH operates about 60 servers at its data center in Stendal, Germany and an additional 50 servers at other locations. Windows operating systems are running on almost all systems, some servers are running Linux. This distributed network was previously monitored locally at the company's various locations. Administrators used the system tools of the individual software solutions: Windows event logs, application log files and Microsoft Performance Monitor. As a consequence, active alerting was almost impossible.

Due to the ever-increasing number of locations and servers that had to be taken care of, manual maintenance tasks had become so extensive that they could only be accomplished by allocating additional staff resources. This prompted SCK's decision to centralize its monitoring of the servers using a comprehensive software solution.

theGuard!

Central monitoring for increased process security

The introduction of theGuard! Application-Manager allowed SCK GmbH to reorganize the system landscape at its data center in Stendal and to monitor its servers from a central and consistent user interface. Centrally defined alerting and reporting criteria support the data centers as well as the other locations. The active alerting capabilities of theGuard! ApplicationManager also contributed toa significant increase in process security throughout the company.

Information on the availability and utilization of critical resources is continuously logged, allowing for the creation of reports with „one click of the button". This also provides SCK with greater reliability in planning future investments.

During the evaluation phase, theGuard! ApplicationManager was able to outperform its renowned competitors. The possibility for integration with SAP was a decisive factor in the decision to implement theGuard! ApplicationManager. Microsoft's MOM, for example, would have required SCK to implement additional third party products in order to achieve this.

Detect errors before they become problems!

Thanks to active and demand-oriented alerts that indicate errors and resource bottlenecks, system faults can be pinpointed ahead of time and eliminated by the responsible administrators. They will receive an email notification long before the error can impact their customers' processes.

Using automatic escalations, additional administrators will be automatically notified if an error cannot be resolved in the context of the primary responsibilities. This minimizes downtimes and optimizes response times to service disruptions and failures.

Now even better positioned!

During the project, a server running theGuard! ApplicationManager 2.4 and Reporting Services was installed in the data center in Stendal to monitor about 50 servers: Windows operating systems of the servers in the data center (currently: 2000 and 2003 Server), Active Directory, Exchange servers, database servers (MS SQL and Oracle) and log files of critical services. This implementation enables users to access the system remotely using a Web browser or the Citrix Metaframe technology. The creation of availability statistics which is carried out by the individual departments was greatly simplified for the internal cost allocation.

This allows SCK GmbH to now provide customers who run their own servers with active monitoring services via theGuard! ApplicationManager in Stendal.

Images: SCK GmbH JCC-IT

The SCK GmbH JCC-IT is the central IT service provider for all facilities and communities of the Order of St. John in Germany. The company's goal is to consolidate and standardize the IT structure within the Order of St. John and in all of its facilities. The company's customers include a large number of hospitals and nursing homes. SCK GmbH JCC-IT operates all SAP applications for hospitals and nursing homes including IS-H and IS-H Med at its data center.

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