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Banksys objectives:

- Extend Tivoli Omegamon Monitoring environment to OpenVMS
- Avoid creation of OpenVMS specific workspaces
- Reuse existing monitoring situations for alerts and alarms
- Reuse production proven automation policies
- Allow WMQ authorized users to issue platform-independent commands from the Tivoli Enterprise Console



Banksys completes their WebSphere® MQ monitoring on OpenVMS and Tru64 Unix with Cressida's TeQuest™

TeQuest extends Tivoli OMEGAMON® environment support to cover ALL WMQ platforms!

Banksys develops and manages retail-payment systems for the Belgian banks, merchants, and consumers. A significant part of their work is the management of all Belgian debit cards and electronic wallets. With a billion payment transactions a year, Banksys has an important responsibility in the Belgian national economy, offering its customers high performance and 24x7 availability amongst a number of service offerings.

Banksys was a pioneer in Straight Through Processing, a banking transaction handling standard, resulting in their utilization of a broad mix of operating system types such as HP NonStop, OpenVMS, Solaris, Tru64 Unix, Linux and Windows, all of which interoperate via the WebSphere MQ facilities. Monitoring of Banksys IT systems and infrastructure is of critical importance to Banksys staff and all their customers.

Banksys chose IBM Tivoli Monitoring platform because their extensive evaluation of available solutions indicated that, for their environmental infrastructure, OMEGAMON agent technology combined with the Tivoli Enterprise Portal interface were the best available offerings to manage and configure queue managers across the different server type platforms.

The key selection criteria for Banksys consisted of the ability to:

- easily define abnormal situations which should generate an alarm
- visualize the state of the applications in an intuitive way
- effectively manage historical performance data

Tivoli Omegamon Solutions support a number of WMQ operating environments. However, queue managers running on TRU64 and OpenVMS are not supported. Philippe Wailly, MQ administrator commented, 'One of the main benefits of the Tivoli Enterprise Portal (TEP) is the platform-independent view of the WebSphere MQ environment. Cressida's TeQuest is the only solution that allows us to monitor the OpenVMS and Tru64 Unix queue managers from the TEP in exactly the same way as the queue managers on other platforms. Omegamon customizations, like workspaces, situations and policies now function for OpenVMS just as well as for the platforms covered by an Omegamon monitoring agent. Other approaches to get to the OpenVMS



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and Tru64 Unix queue manager statistics had been considered, but only Cressida delivered clean and seamless integration with other Tivoli OMEGAMON MQ data’. In concluding his remarks, Wailly stated ‘Installing and configuring TeQuest was easy. When we had a question, the support from Cressida was readily available and met our service level expectations.’

Jan Mutsaars, IT Architect Infrastructure Middleware, has overall system and service delivery objectives for their Banking systems. He added, ‘Building an enterprise monitoring solution is all about shielding complexity, it shouldn't be about adding complexity. We considered and evaluated various available vendor packages for managing our WebSphere MQ environment and found that the Tivoli OMEGAMON software was best equipped to meet our challenges. However, the OpenVMS platform, which is strategic to Banksys, was not covered in the same way as Tandem and Solaris for example. This is where Cressida's TeQuest so nicely filled the gap and our IBM account team introduced Cressida who is a certified IBM partner and reseller to assist and complete our requirements’. Mr. Mutsaars added, ‘It was a good match, not only did the products fit and integrate with each other, Cressida teams also combined their wide expertise in WMQ and Tivoli with excellent service and responsiveness. Everything worked as promised ’.

About Cressida:

Cressida is an authorized IBM Tivoli solution provider. We bring complete WebSphere MQ Message Assurance and Message Management solutions consisting of IBM Tivoli products along with Cressida developed set of offerings. Our offering allows clients easily and efficiently to monitor and configure their messaging systems, find and track delivery and activity of their messages, provide authorized staff the ability to view and edit their messages and to replay and recover their messages to a particular point-in-time in the event of system or application failure.

Another Cressida developed product is ReQuest™ for WebSphere MQ which provides WMQ Business Transaction Message Tracking and Auditing, Point-in-Time Replay and Recovery, Charge-Back and Accounting, and Regulatory Compliance Message Tracking solutions. Since its introduction in 2004, Cressida’s ReQuest has been certified by IBM as a ServerProven solution and successfully adopted by a number of multinational clients to help manage their WMQ environments.

In conjunction with IBM Tivoli Monitoring for systems monitoring, alerts and automation on Windows, Unix, Linux, z/OS, Databases, Applications, WebSphere Application Server, Messaging Middleware and more, Cressida offers complementary WMQ products and services solutions to the Omegamon family. We are able to offer a complete solution to clients’ monitoring and message management requirements.

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