

Case Study

Fortune 500 Retail Chain

IBM Tivoli Monitoring, Perl Scripting, & WAN Dashboards

Author:

Mark Funk, Trinity Solutions

Senior Tivoli Consultant, with over 20 years of extensive experience in the Information Technology Industry with a excellent technical background in supporting Enterprise Management, Tivoli Architecture/Automation, and Systems Management. His primary expertise focuses on Tivoli Management Framework, IBM Tivoli Monitoring 6.x, ITCAM, Netcool Omnibus, and customized scripting.

Challenge:

The large retail client needed a way to display the availability of all their stores in dashboard fashion. They determined that additional functionality would need to be implemented to their specific needs. They called Trinity Solutions.

Enter Trinity Solutions:

Trinity Solutions had already been engaged with this client to help them to monitor their enterprise using IBM Tivoli Monitoring.® The consultant onsite noticed the need to expand this capability for the Store Ops group to have a dashboard view of all their store devices for availability.

Solutions in Action:

The TS consultant quickly put together a comprehensive Store WAN dashboard and training session. Impressed with the results, the client asked TS to address some additional functionality. The consultant built in ping capabilities, options to perform router configurations, options to “bounce store devices, modify outlet names on the digital loggers, and automate specific server tasks - All from the dashboard. Trinity Solutions developed a web-based tool that displays the critical store device statuses used corporate-wide.

Results:

Thanks to TS’ approach to solving these challenges, the client now has increased visibility and a ‘single pane of glass’ view into all of their store sites reducing their resources and controlling call center costs. “Thanks to Trinity Solutions, we now have better accuracy and more efficient use of our resources. We can quickly detect store server issues, router problems and problems with our credit authorization process. This has greatly increased our productivity and sales while reducing down time and significantly dropping the number of calls in our call center.”

