

# Bell Atlantic Yellow Pages Calls On Halcyon To Deliver Full-Time Uptime

Bell Atlantic Yellow Pages (now called Verizon Yellow Pages) is the world's largest publisher of online shopping directories with over 16 million business listings nationwide.

With customers demanding 99.9% availability 24x7 for key services like Web@Once and Directorystore.com, how does Bell Atlantic Yellow Pages (BAYP) deliver?

"The first step is to have reliable monitoring for the Sun servers that host these applications," says Jim Faria, Senior Member of Technical Staff at Bell Atlantic Yellow Pages, who manages these applications in their two data centers in Massachusetts. "After careful evaluation we decided to deploy Sun Management Center with its superior hardware monitoring, which is just not available anywhere else."

Sun Management Center, <http://www.sun.com/sunmanagementcenter>, is Sun's most advanced systems management solutions. It offers a single point of management for Sun systems and storage components, the Solaris[tm] Operating Environment, and applications running on Solaris.

"Halcyon provided their PrimeAlert suite of products to meet our next challenge: bring the same reliability to our applications," continues Jim. "These solutions seamlessly integrated with Sun Management Center to monitor the response time of our websites and watch the databases, processes, and scripts [that support these applications] for impending problems."

PrimeAlert modules and agents plug into Sun Management Center to monitor databases, non-Sun platforms, and network devices. Custom applications are easily monitored by integrating them right into the Sun Management Center framework. In addition, PrimeAlert enables remote, web-based enterprise management, capacity planning and global alarm routing.

"This integrated solution," says Jim, "has helped to reduce the complexity of monitoring, managing and maintaining the diverse components of our data center. In addition, it has increased our staff's responsiveness to system problems. The final outcome: we are able to meet the service level guarantees with our customers."

## Customer

Bell Atlantic Yellow pages (now called Verizon Yellow Pages)  
[www.bayp.com](http://www.bayp.com)

## Data center configuration

Bell Atlantic Yellow Pages has two data centers in Massachusetts that are equipped with multiple Sun servers including Sun Enterprise™ 6500, 4000, 450's, and Ultra 2's. These servers host many internet applications, including the Bell Atlantic Yellow Pages online; Web@Once™, their website creation and web hosting application; and Directorystore.com, which provides listings on over 7500 directories worldwide.

## Challenge

To deliver 99.9% availability to key online services.

## Solution

- Sun Management Center
- Halcyon's PrimeAlert WebPortal, EventAction, ScriptRunner, PlusPack, and PrimeAlert for Oracle

## **Halcyon Professional Services Completes the Solution**

“This implementation would not have been successful without the wealth of knowledge offered by Halcyon Professional Services,” recalls Jim. “They are responsive, and are able to identify and troubleshoot problems promptly, which launched us into production quickly. They continue to offer the same level of support, responsiveness, and collaboration in addressing problems,” adds Jim. “It gives us a feeling of comfort knowing that a highly skilled team will be available and willing to solve any problems that affect our on-line services.”

### **About Bell Atlantic (now called Verizon)**

With operations and investments worldwide, Bell Atlantic (now called Verizon) is one of the largest providers of wire-line and wireless communications and information services. Its subsidiaries serve over 44 million telephone lines in 13 eastern states, from Maine to Virginia, and the District of Columbia, which adds up to nearly one-quarter of the U.S. population. Located within the region are Wall Street, the nation's capital, the nation's major media, and the headquarters of one-third of the Fortune 500 as well as hundreds of other corporations, universities, research centers and other information-intensive industries.



8485 West Mercer Way, Mercer Island, WA 98040 USA Tel: (416) 932-4647 Fax: (416) 932-4711 [www.HalcyonInc.com](http://www.HalcyonInc.com)