

Halcyon Helps TransactPlus Deliver Reliability

Customer

TransactPlus, Inc.

www.transactplus.com



TransactPlus operates a global Network, which provides secure, reliable and manageable transaction delivery between businesses

Challenge

- Gain visibility into potential hardware problems
- Integrate hardware alarms with existing management framework

Solutions and Services

- Halcyon's PrimeAlert EventAction & support services

Results

- Continuous high availability of Sun server environment
- Unified management solution

The TransactPlus Network is built upon a wide variety of Sun Microsystems servers. Keeping the service up and running is key to the Network's high availability. TransactPlus selected Sun Management Center (SunMC) to monitor its Sun environment, as SunMC provides detailed monitoring that is unavailable anywhere else.

TransactPlus then turned to Halcyon to make it all work flawlessly. Halcyon's PrimeAlert EventAction provided a quick solution to integrate SunMC with the TransactPlus framework. As a result, the operations staff maintains around the clock visibility into their Sun operating environment.

"Recently we detected that hardware alarms were not routing to our framework," said Lasalette Kershner, Director of Operations Technology at TransactPlus. "Halcyon's staff was able to quickly get to the root of the problem. Their expertise and responsiveness helped us launch on schedule. By providing a seamless integration, Halcyon's PrimeAlert EventAction has allowed us to leverage our investments in the enterprise management framework. Halcyon has proven to be a partner we can trust."