

## Case: Atos Origin

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# Atos Origin Seeks Reliable Solutions to Reach Maximum Customer Value

Atos Origin runs a highly successful outsourcing business. They manage core IT infrastructures, including datacenters, desktop support, server farms and network communication systems. They provide 24x7 "follow the sun" infrastructure support through their global network, and the company has unrivalled experience in major roll-out programs covering complex and multi-site solutions.

For Atos Origin in this line of business, reliability is the name of the game. One has to be able to offer the best possible guarantees that no information will ever be lost and that one will have crisis scenarios all worked out in case of an emergency.

## UNICENTER SERVICEPLUS SERVICE DESK

Like many others in the market, Atos Origin makes use of Unicenter ServicePlus Service Desk by CA. HVR was developed to be fully operational with Unicenter ServicePlus Servicedesk. In fact, a ready-made solution was made for easy and fast replication between Service Desk databases. The benefit of this solution is that HVR is very easy to administer and very scalable. By using HVR, no database needs to have any downtime in the future, but they will be available 24 hours a day, 7 days a week. HVR is also customizable and therefore easy to adapt to customer needs.

## NEAR REALTIME

At Atos Origin, Unicenter ServicePlus Service Desk is fed by the helpdesk and enterprise management solutions. Apart from that, possible infrastructural problems are anticipated and dealt with before they even occur. Analysts of Atos Origin use Unicenter ServicePlus Service Desk to work according to international process standards, like Atos Origin's ITIL based Continuous Service Delivery Model (CSDM). Atos Origin's main Service Desk installation is located the Netherlands. It was getting increasingly hard to combine normal use and maintenance of the installation, not to mention reporting. So Atos Origin wanted a hot standby to be able to minimize any possible downtime or decrease in performance as a consequence of maintenance or reporting.

Eventually also a Data Warehouse was implemented in Eindhoven. Through the use of the HVR this Data Warehouse is filled with data from the production databases of Service Desk. The updating of this Data Warehouse had to occur near real time, like any replicating assignment that is performed by the HVR.

## COMMENTS

HVR was tested functionally at Atos Origin in a small environment. As Cees Geerts, from Atos Origin's Architecture and Security says: 'when it was time to implement the HVR into our operational process, we took the precaution that we could switch off the HVR if ever that would be necessary. Fortunately it worked remarkably well right from the start. There are three things, which I particularly like about the HVR: its speed, its flexibility and its robustness. The HVR is truly reliable at any speed. It won't let you down. And it works with Ingres, Oracle and SQL Server without any problem. The implementation of the HVR at Atos Origin was quite easy. The procedures were the hard part. We have had to make use of our hot stand by at one occasion: when we upgraded from Ingres 2.0 to Ingres 2.6. It worked very well. And I must say: though HVR Software is but a small company, their service is impeccable.'

## WHO WE ARE

The parent company of HVR Software bv is PSB bv. From its conception in 1985, PSB has been a specialist in database technology, aiming to match and better the engineering quality of the biggest names in the industry.

Initially PSB focused on the Ingres DBMS, quickly acquiring a reputation as a key center of in-depth DBMS knowledge for the Dutch market. In the 1990's PSB founded HVR Software bv which aimed at widening focus and offer more service solutions by including other database products, for example datawarehousing tools, Oracle, Microsoft's SQL Server and more.

Around this time HVR Software was assisting an important customer – Royal TNT Post - with its data distribution requirements, and became aware of the chronic gap in the database market for robust and efficient database replication. HVR was built to solve this problem. The HVR has been quickly adopted in logistics, telecommunications and public sectors, and is now sold worldwide.

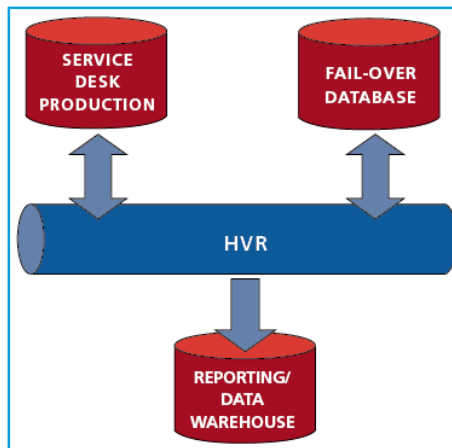
HVR Software also delivers

- implementation
- support
- training services

## FURTHER INFORMATION

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## HIGH VOLUME REPLICATOR FOR UNICENTER® SERVICEPLUS SERVICE DESK

HVR exchanges data between different relational databases. It is much faster than other replicators and can provide near real time replication. Furthermore, HVR supports replication of different databases (Ingres, Oracle, SQL Server, etc.). For Unicenter ServicePlus Service Desk from Computer Associates International, Inc. (CA), a ready-made solution has been developed for easy and fast replication between Service Desk databases. The benefit of this solution is that it is very easy to administer and very scalable. By using HVR, your database does not have any downtime; it is available 24 hours a day, 7 days a week. HVR is also very customizable and therefore easy to adapt to customer needs.

HVR for Unicenter ServicePlus Service Desk is a complete pre-configured solution for replicating Service Desk databases. It is suitable for both small and large enterprises. HVR for Unicenter ServicePlus Service Desk can:

- Replicate to Hot Standby databases;
- Replicate to reporting databases;
- Consolidate regional databases;
- Create a bridge between Service Desk systems and other systems.

# HVR Software

*Realtime Data Integration for Mission Critical Environments*