

Atos Seeks Reliable Solutions to Reach Maximum Customer Value

Use Case



Atos runs a highly successful outsourcing business, managing core IT infrastructures including datacenters, server farms and network communication systems. Atos provides 24x7 "follow the sun" infrastructure support through their global network, and the company has unrivaled experience in major rollout programs covering complex and multi-site solutions.

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

CA® Service Management

Atos uses industry standard CA Service Management to manage their customers' environments. CA Service Management includes a component Service Desk which is a database-based customer service application that is made highly available using real-time data replication from HVR. Thanks to the real-time replication capabilities CA Service Management is available 24x7 irrespective of planned and unplanned downtime.

Real-Time

At Atos, CA Service Management is used by the helpdesk and enterprise management solutions teams. Atos analysts use CA Service Management to work according to international process standards, like Atos' ITIL based Continuous Service Delivery Model (CSDM), to identify and anticipate any infrastructure problems.

As Atos' main Service Desk installation is located the Netherlands, it was getting increasingly hard to combine normal use and maintenance of the installation and reports were running slower and slower. To address these challenges Atos wanted to implement a hot standby to minimize any downtime or performance degradation resulting from maintenance or reporting.

Eventually also a Data Warehouse was implemented in a remote data center. This data warehouse is also updated in real-time with data from the Service Desk production databases through HVR.

Atos

Customer

Atos SE
(Societas Europaea)

Challenges

Minimizing possible downtime of the business critical service systems.

Real-time availability of CA Service Management data in different geographical locations.

Solution

HVR data replication between CA Service Management and hot standby databases over different Atos locations, and for near real-time updates of the data warehouse.

Benefits

- Real-time availability of data
- No downtime of CA Service Management
- Reliability and stability
- Easy to administer and very scalable
- One product that fits all replication challenges

High Volume Replicator for CA® Service Management

HVR exchanges data between relational databases in homogeneous and heterogeneous environments. Thanks to an efficient software architecture, log-based change data capture and network compression customers use HVR in high volume replication scenarios over local and wide area networks. HVR supports multiple databases as a data source (Oracle, SQL Server, DB2 on LUW and AS400, and Ingres). HVR is the foundation for a high availability offering on top of Service Management from Computer Associates International, Inc. (CA). HVR is easy to administer and any customer-specific customizations can be accommodated.

HVR for CA Service Management is a complete pre-configured solution for replicating Service Desk databases that is suitable for both small and large organizations.

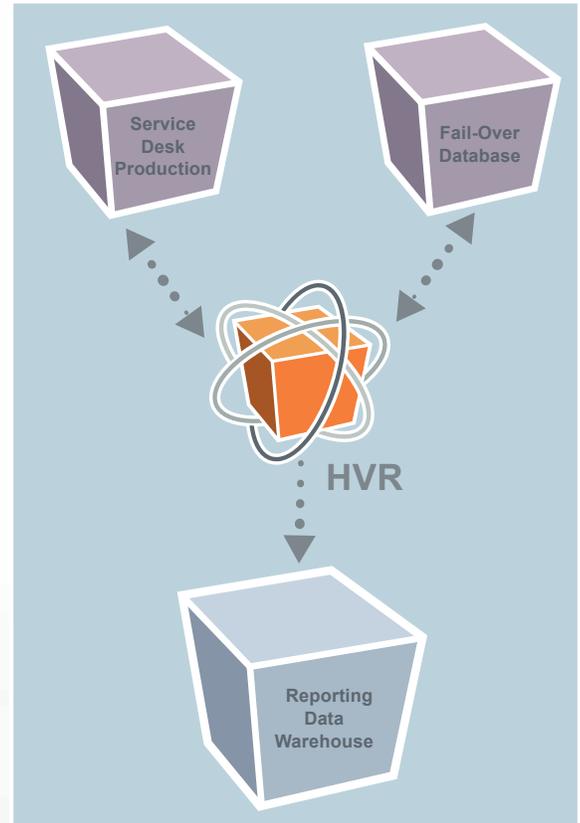
With just a few clicks HVR for CA Service Management Service Desk can:

- Replicate to hot-standby databases;
- Replicate to reporting databases for BI purposes;
- Consolidate regional databases.

HVR: Speed, Flexibility and Robustness

HVR was tested at Atos in a small environment.

Cees Geerts, Compliance and Security Officer at Atos' Architecture and Security, says: 'when it was time to implement HVR into our operational process, we took the precaution that we could switch off 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. HVR is truly reliable at any speed. It won't let you down and it works with Ingres, Oracle and SQL Server without any problems. The implementation of the HVR at Atos was quite easy. The procedures were the hard part. And I must say: the service of HVR Software is impeccable.'



About HVR

At HVR, we believe it should be easy to deliver large volumes of data efficiently, reliably and at the right time into your data store of choice. Our software, the HVR High Volume Replicator, does exactly this using real-time data capture between data sources including SQL databases, Hadoop, data warehousing and business intelligence data stores as well as the most commonly used file systems.

For those organizations where real-time data replication is a mission critical process, HVR has been proven to be a reliable, secure and scalable solution by some of the largest global companies and leading government and defense organizations.

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