



A Demanding Environment

With ever-more stringent demands for guaranteed quality of service, combined with the absolute reliance of the majority of businesses and government organizations on the efficient and robust operation of their IT systems, the ability to be

able to take a proactive approach to performance management and capacity planning is vital. Metron's Athene product provides the ability to identify performance problems in advance, such that action can be taken well before user service levels

are adversely affected. The product's capacity planning strengths assist in accurate hardware budgeting and purchase justification by identifying the minimum hardware (and thus expenditure) required to achieve target service levels.



AUTOMATING THE POST OFFICE®

A new 5 year contract for Metron with Fujitsu



Metron has been awarded an extension to its agreement with Fujitsu Services for the Horizon Project to March 2010, which has seen the automation of 14,500 Post Office® branches and 35,000 counter positions throughout the UK.

Metron's Athene product is used continuously to monitor, collect data and provide real-time performance metrics on all the Horizon systems. The Post Office® network is larger than all the main UK banks and building societies combined and is one of the largest and most secure in Europe.

James Stinchcombe, Senior Solution Architect for the Post Office® Account at Fujitsu said: "Over the past couple of years, the post offices have introduced a number of new services, including mobile phone top-ups, on-line checking for car tax and Chip & Pin. We have used Athene extensively to monitor how much spare capacity we have on existing platforms which need to run an additional application, and to test new platforms and new applications.

"Athene continues to work very well for Fujitsu, and the product has contributed

significantly to the success of the Horizon Project. As new applications are rolled out by the Post Office®, Athene will continue to play an extremely important role."

Metron's Athene is installed on 35,000 Windows servers, handling the counter positions, as well as handling Oracle databases and Solaris and Windows NT and Windows 2000 servers.

Paul Shimell, a director of Metron, said: "I am delighted that we are to continue working with Fujitsu for a further five years on the Post Office® automation project. In this type of environment, we can really see the strengths of Athene - its ability to handle multiple systems using different tools and different formats, and then bring together all this disparate data into a single management and reporting system."

Athene at HBOS

With more than 22 million customers, HBOS is the UK's largest provider of mortgages and savings. The company installed Metron's Athene capacity planning in 1999, where it replaced an existing (and increasingly costly) system.

Harry Sheldrake, Service Manager for Capacity Planning at HBOS says, the desire to reduce the costs of the company's capacity planning activities was key in deciding to make the switch to Athene. "With Athene, we were able

[Continued on back page](#)



IN-DEPTH
Page 3

HP OpenView as a tool to provide capacity management in accordance with ITIL best practice guidelines.

Inside Stories

Food Lion

Capacity planning information for IBM mainframe installations.

LA County

Balancing applications across systems to improve performance.

IIM

New license deal with Japan-based IIM

ATHENE - International

Metron's Athene is used constantly – and extensively – by many organizations around the world. Despite the variations in use for the product, common to all these organizations is the bottom-line impact they are achieving through a combination of intensely accurate budgeting and significant savings on IT investments - delivered by Athene.

Food Lion

Capacity planning information for IBM mainframe installations



Metron-Athene, Inc announces that its Athene capacity planning and performance management system has been selected by Food Lion to provide capacity planning information for all the company's IBM mainframe installations.

Prior to purchasing Athene, Food Lion used an in-house developed system but was frustrated by its inflexibility in producing different kinds of reports.

According to Rob Moore, Systems Programmer at Food Lion: "The ability to gather data on our mainframe systems and then produce a wide range of reports is a key part of my role at Food Lion.

"With Athene, we are able to generate a much wider variety of CPU utilization and workload utilization reports than with our previous system. Questions about how much capacity a specific workload is using and the extent to which the CPU is being utilized during a particular time of day can be answered easily and efficiently with our use of Athene."

In addition to Athene's strength in reporting, the product is also being used by Food Lion to project workload. Queries about potential savings to be made by disposing of a particular workload or the implications of introducing a new application are handled by Athene's workload projection module.

Rob Moore added: "Athene plays a part in helping us to pinpoint those applications which are consuming large amounts of CPU. Armed with this information, we are able to tune the relevant applications and thus prolong the life of our CPU. I am very satisfied with the performance of Athene at Food Lion, and the significant contribution that the product has made to our CPU reporting processes."

LA County

Balancing applications across systems to improve performance.



Athene is being used by LA County to monitor the usage of their mainframe systems and to provide monthly capacity planning reports.

These indicate the utilization of different systems at different periods of time, providing LA County with the ability to balance applications across systems to improve performance as well as providing information on when hardware upgrades are likely to be required. This in turn helps with accurate budget forecasting.

According to Lance Pedrianna, Technology Manager at LA County: "We had initially planned to use SAS to produce regular reports on system usage. However, this proved to be a lengthy process requiring specialist SAS skills, and we were short of resources in this area. We needed an alternative approach to be able to produce ad hoc capacity

planning reports, quickly and easily."

LA County assessed the various products on the market, and from a shortlist of three, chose Metron's Athene product, primarily because of the ease with which new reports could be created.

Lance Pedrianna: "We are working towards the ability to capture job level details with Athene. This job level information will allow us to calculate utilization projections for each of the many applications. The summarized application projections are a major component of the capacity planning program. The job utilization data is also essential in resolving billing issues and performance problems."

IIM

New license deal with Japan-based IIM

Metron has extended an existing license agreement with IIM, a Japanese company headquartered in Tokyo, for a further three years.

IIM will continue to market and sell a specially customized version of Metron's Athene. The new license agreement is worth more than \$1.5 million in revenues to Metron over the course of the three

year period.

Adam Grummitt, a director of Metron, who works closely with IIM: "IIM commands much respect in Japan as a company with in-depth knowledge of performance management. Initially, the company provided a mainframe performance advice solution and training courses and seminars, before moving into sales for

distributed systems performance using Athene.

The company has now supplied Athene to more than three hundred sites, with clients including such world-renowned organizations as Fujitsu, Sanyo, Sony, Honda, Mitsubishi, Nissan, Toyota, Olympus, Ricoh, Japan Airlines and NTT.

HP OPENVIEW and ITIL® Capacity Planning

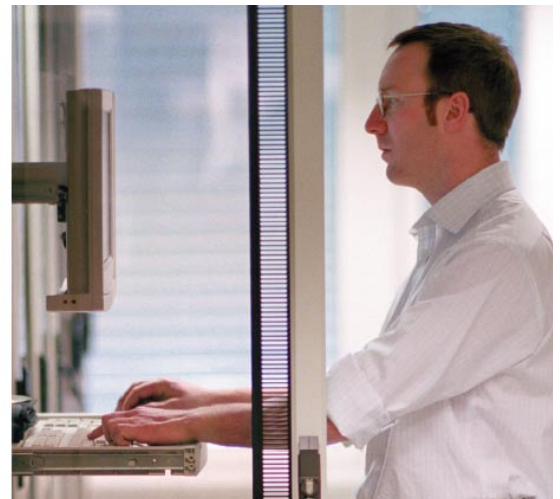
Andrew Smith, Director, Metron

HP OpenView is one of the four major system management framework tools and in common with the others, it provides support for many of the processes defined by the UK Office of Government Computing Information Technology Infrastructure Library (ITIL).

No framework covers all areas in full, and a number of specialist tools are available from third party vendors to provide additional functionality to enhance the core functions supported by the frameworks. This summary looks at the applicability of HP OpenView as

a tool to provide capacity management in accordance with ITIL best practice guidelines.

(A full copy of this white paper, and other papers can be found on our website at www.metron.co.uk/reference)



A key element of ITIL is concerned with Service Delivery – the ability of an IT operation to be run and supported to match user requirements. Capacity management, in turn, is a critical activity within Service Delivery. Uniquely amongst all the ITIL processes, it is concentrated on looking at the future rather than just the past: capacity management is about ensuring adequate performance to meet service level targets as demands change, and thus a number of other management processes, such as those covering problems, service levels, change and financial, are all dependent on sound capacity management.

HP has been an active supporter of ITIL since 1995: the company's

commitment involves a combination of consultancy, training and OpenView software products to assist in capacity management activities. However, a core component of the ITIL capacity management good practice definition is modelling – which enables the process to become proactive rather than purely reactive. Although alternative approaches are available for modelling (including benchmarking, simulation, trending and rule of thumb), all of them have limitations.

To overcome these limitations and to provide HP OpenView users with a powerful, flexible modelling capability, the OVPA (OpenView performance agent data) can now be integrated with Metron's Athene ITIL Capacity

Management software to provide an analytical modelling plug-in. This enables organizations to maximize their investment in HP OpenView by providing a more comprehensive capacity management solution for their business in accordance with ITIL best practice guidelines. The new plug-in runs an OVPA extract to generate a model of an existing HP system. This extract is then automatically converted into an Athene planning model and passed into the Planner module of Athene. Many models representing alternative scenarios are then quickly generated by Athene without the need to place any processing burden on the HP systems.

Metron awarded Gold Business Partner status as part of the HP Enterprise Management Alliance program.



The program is designed to deliver value-added partner solutions which integrate with HP OpenView.

In the case of Athene, HP OpenView data can now be used as an alternative source of data for the Planner module. This provides improved return on investment for those organizations who have invested in OpenView by extending

functionality without incurring the management costs of running multiple agents.

Paul Shimell, a director of Metron commented: "Before the introduction of this new feature within Athene, HP OpenView users have been severely limited in their ability to carry out predictive capacity planning or collect performance

metrics. With the HP OpenView (OPVA) agent now implemented within Athene Planner, HP OpenView users can take advantage of the sophisticated automatic enterprise-wide reporting tools that Athene provides. Being an HP EMAP Gold Partner undoubtedly validates this solution for all existing OpenView users."

Metron, Capacity Management, and ITIL®

Capacity Management sits at the hub of the ITIL processes. To achieve service level objectives for the business, an integrated Capacity Management function operating

across the three levels of business, service and resource is essential. If your Capacity Management process complies with ITIL guidelines you can be assured that

your process is beyond reproach, cost-effective, reliable, accountable, and transparent.

ITIL® Capacity Management

Training Courses

ITIL defines the Capacity Management process in terms of the traditional functions of Performance Management and Capacity Planning.

Performance Management:

entails the day-to-day addressing of the performance aspects of an IT service.

Capacity Planning:

is a strategic function used to predict IT resource requirements. It is a proactive extension of Performance Management, bringing order to chaos and predictability to IT Service Management.

We have built up over 350 person-years of collective consultancy and training experience in deploying and supporting availability and capacity management solutions with clients in major organizations. Delivering a quality service, assessing acceptable levels of risk, and running a cost-conscious operation are the day to day issues facing today's IT department. To be successful, IT Directors and Managers must be able to understand thoroughly what is happening in complex systems. They must know exactly why systems

are performing as they are and anticipate the effect of future changes.

Our ITIL Capacity Management course covers the establishment of Capacity Management as a repeatable process. The course structure and contents follows the 'best practice' guidelines in the ITIL Capacity Management booklet. Topics include business, service, and resource capacity management and the relationship between the three areas. Practical instruction is given in topics such as interactive activities (monitoring, tuning, analysis), modelling, demand management and application sizing.



Metron

We are a privately owned limited company which was founded in 1986. The company is Europe's foremost capacity planning and systems performance management specialist.

Our flagship product, Athene, has been sold to over 300 clients in the UK, USA and the Far East, and adopted by major IT suppliers. Athene is the leading performance management software package providing measurement, analysis, planning and reporting capabilities for UNIX, Linux, Windows Servers and z/OS mainframe environments.

For more information about Metron, Athene, and all of our training courses visit our website at www.metron.co.uk.



to achieve all the functionality we required across all our mainframe platforms, but at only 20% of the cost."

Athene is used by HBOS to monitor an estate of twenty thousand MIPS and to help achieve economies of scale through consolidation and right-sizing projects. A recent modelling exercise has

enabled HBOS to consolidate thirteen mainframes down to just six using Athene to validate the sizing and performance of the revised configuration. Harry Sheldrake: "This was a major project for the capacity planning team at HBOS and the predicted results produced by Athene have proven to be very close to the measurements which we are now achieving following the consolidation."

A forthcoming project will see the Athene tool used by HBOS to model potential

growth and thus the requirement for its mainframe systems in the future.

Harry Sheldrake commented: "For an organization such as HBOS, the need to be able to carry out fast, accurate capacity planning operations is fundamental to the ongoing success of the business. Athene has provided HBOS with a powerful and effective solution over the course of the last six years, and is continuing to play an important role in our IT planning."

