

# Metron News Release

## METRON'S PERFORMANCE MANAGEMENT AT HEART OF PATHWAY POST OFFICE AUTOMATION PROJECT

**8th May 2002, Taunton, Somerset, UK:** Metron's Athene performance management and capacity planning product is being used as a fundamental part of the day to day operation of the Pathway Project which has brought automation to all 17,561 post offices in the UK.. The Pathway project represents one of the largest IT contracts ever awarded. The network is larger than all the main UK banks and building societies combined and conducts about two billion transactions each year, with a turnover of £120 bn per annum.

Run by Fujitsu Services (formerly known as ICL), the Pathway Project has involved the roll out of NT-based systems with touch screens, together with specific post office applications software to the 17,561 post offices; 37,996 individual systems and scanners have also been installed to serve each counter position.

Metron's Athene software is being used to monitor and manage the performance of four key central systems within the Pathway project. These are:

- correspondent (or network) servers – these handle communication with the individual post offices and maintain a 35 day history of all the data to provide essential back up if a post office is out of commission for any reason, such as flooding, etc.
- application servers – these convert the data from the correspondent servers and pass into the Oracle databases
- VPN servers running various encrypted data applications
- Sequent servers running Oracle databases

In addition, Athene is monitoring a major data warehouse facility.

James Stinchcombe, Distinguished Engineer, Fujitsu Services commented: "We recognized right at the start of the project that given the complexity of the system, its business critical nature and level of transactions, that we needed to proactively monitor and manage its performance.

"We looked at products from a number of suppliers and selected Athene from Metron, primarily because of its flexibility and scalability. Athene would allow us to collect performance data from a number of different systems, using different tools and in a range of different formats. We could then import all this disparate data into Athene in order to produce a single, consistent, comprehensive and integrated management and reporting system.

"Athene is performing very well and provides an extremely rapid way of identifying problems. With a system of this magnitude and complexity, it is absolutely essential to have Athene to filter the data and provide trending information. Without Athene's capacity planning and performance management capabilities, the Pathway system would grind to a halt."

Under the terms of the contract with Fujitsu, Metron undertook to develop new versions of Athene to handle the demands of the Pathway project, to provide additional reporting capabilities and to work with Tivoli. Athene was also enhanced to work with Riposte, the application used by Fujitsu Services to run the counter systems.

Metron's Athene Acquire product will be used to collect data from the individual post offices for sample reporting, whilst Athene Monitor provides a real-time display of performance metrics on any of the remote systems. The Fujitsu Services support team can use this information to remotely monitor and manage the effect of instructions and fixes, which they may give to local users.

In the future, the use of Athene will be extended and used on an 'exception basis' to monitor individual counter systems.

### Notes for editors

---

Paul Shimell (Marketing Director). 01823 259231 paul.shimell@metron.co.uk or  
Maggie Templeman (Press Officer). 01491 637942 maggie\_templeman@btconnect.com

Metron Technology Ltd | Osborne House | Trull Road | Taunton, TA1 4PX  
Phone: 01823 259231 | Fax: 01823 334502

**About Metron Technology Ltd.**

Metron Technology was founded in 1986 and is Europe's leading Performance Management and Capacity Planning specialist. At Metron we are committed to continue developing products to provide IT users the maximum benefits at the least cost. We are delivering this by creating automated products that embody an increasing level of intelligence to address the continuing evolution and complexity of hardware environments and software applications.

Metron's Athene performance management software is the most cost-effective product in its class providing fully integrated ITIL<sup>®</sup>-compliant capacity management with automatic performance analysis and reporting for UNIX, Linux, Windows and Mainframe Servers.

In Europe Athene is installed for clients such as T-Mobile, WH Smith, O2, Nestle, LloydsTSB, and a number of government agencies. The company works in partnership with leading IT suppliers such as Hewlett Packard, Microsoft Systems, VMware, Computer Associates, IBM, Capgemini, and Oracle. The world's leading outsourcing companies and half the UK's top 100 companies are now using Athene combined with expert ITIL<sup>®</sup> consultancy and training services as a key element of their Service Management and Delivery.

Athene is a registered trademark of Metron Technology Ltd

© ITIL is a Registered Trade Mark, and a Registered Community Trade Mark of the Office of Government Commerce, and is Registered in the U.S. Patent and Trademark Office.