

Metron News Release

KENT COUNTY COUNCIL USES APR PERFORMANCE MANAGEMENT SERVICE FROM METRON

4th January 2002, Taunton, Somerset, UK: The Information Systems Group of Kent County Council is an early adopter of the web-based Athene APR (Automated Performance Reporting) service from Metron, which provides on-demand performance reporting over the Internet/Intranet. Athene APR obviates the need for organizations to invest in the full suite of software, which is usually required by companies, whilst providing them with a fast, flexible means of gaining performance management information. Kent County Council first considered using an APR service in January 2001, with the aim of trying to improve the reliability and uptime of a number of systems, primarily NT-based, which had failed without any obvious reason. The aim was to capture performance data on a regular basis and then seek to identify and analyze the cause of the problems.

Tim Bick is Projects Technical Lead at the County Council: "The concept of APR was attractive because it would give us access to Metron's well-regarded performance management software but at a low start up cost. It also meant that we wouldn't have to employ the specialist staff usually required to manage sophisticated performance management software."

The Athene APR service for Kent County Council went live in April 2001, with performance data reports being provided by Metron relating to Disk, CPU and Memory, Exchange Server and Oracle metrics, including buffer hit rate. To date the APR service has provided Kent with a "useful baseline view of what demands the current workload is putting on the hardware." Kent is planning to continue with the APR service until the end of the year, which will have provided according to Tim Bick, "a worthwhile taster", before the Council decides whether to buy its own full copy of Athene to provide capacity planning facilities on its several hundred servers, as well as having access to all the features of Metron's software.

Notes for editors

About Athene APR

With the emphasis on meeting individual client requirements, customers for Athene APR are able to choose from over fifteen hundred performance metrics to ensure that their reports provide the requisite level of detail. High level reporting options include which machines they require performance reports for, the specific information they need, when the reports should be available, how they should be delivered (Intranet, email, print or saved to file) and to whom. Daily reports on the selected performance metrics are provided by Athene APR via the web and updated at the frequency chosen by the client to provide a picture of how the system is performing. Weekly, monthly and quarterly summaries highlight trends in system performance to enable longer-term management and capacity planning of hardware requirements.

Athene APR provides performance management information for any organization with Windows NT or UNIX systems. The service is backed up a telephone-based support centre, staffed by Metron's technical experts, who can provide additional help if required. Remote management of the service is handled by Metron.

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[®]-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[®] consultancy and training services as a key element of their Service Management and Delivery.

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