



**ALPHA & OOO LIMITED**  
 Wagramerstraße 252  
 A-1220 Wien

Version

| Version | Processed by | Content description                 | Affected chapters |
|---------|--------------|-------------------------------------|-------------------|
| 1.0     | TW           | Document structure                  |                   |
| 1.1     | TW           | Description of Scope of performance | Chap.3,4,5        |

Content

Version..... 1  
 Content..... 1  
 Introduction..... 2  
     Case study for use of PRTG/SQL-IMS ..... 3  
 Task definition..... 4  
 Conclusion ..... 4

## Introduction

ITPS AG is a vendor for IBM and provides on behalf of IBM among others administration for following customers using PRTG and ALPHA-Tool SQL-IMS:

- Kantonalbanken, Banking-Center Prilly, Swiss (ca 170 SQL servers, ca 1.000 sensors in PRTG)
- Deutsche Bank, Zürich, Swiss (14 SQL servers, ca 100 sensors in PRTG)
- ABN-AMRO, Ciasso, Swiss (ca 80 SQL servers, ca 500 sensors in PRTG)
- Wiener Städtische Versicherung (ca 55 SQL & 10 MySQL servers, ca 800 sensors in PRTG)

Following operations are executed for these customers:

| <b>Operation</b>                                  | <b>Tool</b>     | <b>Detailed info</b>   | <b>Used since</b>                               |
|---|-----------------|--|---|
| Monitoring MS-SQL & MySQL server                  | PRTG            | Service, Blocks, CPU load, drives, monitoring replication, backup, data migrations, base for SLA                                 | 2007 (IPCheck)<br>2009 (PRTG)                   |
| Backup management, B&R plans for DBs of all types | SQL-IMS<br>PRTG | Management and verification of backups with regard to B&R plans, backup management using various tools by means of remote access | 2007 (SQL-IMS)<br>2007 (IPCheck)<br>2009 (PRTG) |
| Management of instance info for DBs of all types  | SQL-IMS         | Base for e.g. user safety inspection and security checks, update management, instance and database info, etc.                    | 2007 (SQL-IMS)                                  |
| SLA evaluation                                    | PRTG<br>SQL-IMS | Based on sensor data it is possible to calculate and export complex SLA instructions exactly to the second.                      | 2009 (PRG)<br>2009 (SQL-IMS)                    |

## Case study for use of PRTG/SQL-IMS

Customer: ITPS AG, use at IBM Austria – Wiener Städtische Versicherung

Implementation in 2007

Complex SQL server system with ca 55 instances and ca 10 MySQL servers

Changeover to PRTG 2009

More than 1000 sensors, with history for

- generating tickets (link to ticket system)
  - incl. ticket routing
  - automated reaction on ticket possible
- Automatic scanning processes for
  - instances, SQL versions, system info
  - Databases
  - Users & Groups
  - ....
- Inspection of instance safety according to VIG standards
- Backup & Recovery
  - Creating jobs, monitoring
  - Check of availability of recovery
  - Performance analysis
- SLA (e.g. availability) as DWH from
  - PRTG sensor data, as well as
  - Ticket data

## Task definition

Effective monitoring of client applications, as well as reliable prognoses and analyses were required:

- Sensors are individual data and generate targeted tickets
- Historically saved sensor data are used as base for analysis
- Compression of sensor data in configurable DWH (also base for SLA)

Additional special requirements (additional to general services, availability etc., monitoring)

- monitoring of SQL specific sensors (block, lock, jobs, etc.)

## Conclusion

Based on analysis and tests of products available n market was selected monitoring tool by Paessler AG called then IPCheck, today PRTG in combination with SQL-IMS by ALPHA & ooo NL AT.

In the mean time more than 700 sensors generate tickets, respectively serve as base for DWH. Customization of particular sensors enables based on analysis from DWH to propose and realize efficient optimization to improve their operation.