

Whose IT can support national banks,
supermarket chains, European capital cities,
medical centers, oil and gas exploration,
this ship and 249 others just like her?

DMdata does it.

Here's how.

By employing the best talent and tools available to give its customers the best in IT outsourcing at the lowest cost possible, **DMdata** has grown into a powerhouse of IT services. Created in 1997, it now enjoys a 36 percent annual growth rate and maintains systems for a wide variety of customers including Danske Bank, Maersk Sealand shipping, Denmark's capital city of Copenhagen, and major corporations around the globe.



Who does DMdata trust with its vast and complex IT systems?

Since 1999, DMdata has relied on **ISM's PerfMan** to provide fast and accurate information on every aspect of their system, applications and storage resources. As DMdata has grown, PerfMan has allowed it to economically expand its services while maintaining its top-quality customer service.

No matter which platform, or combination of platforms you use, PerfMan accurately gathers comprehensive metrics from your servers, networks, web servers and storage, then delivers that information in the formats you choose – reports, graphs and Intranet-ready content. You can automatically publish current and historical performance information to your

Intranet with no staff time or human error.

PerfMan gives you immediate access to **customized information and reports** about every aspect of performance, storage, and capacity – from anywhere in your office or anywhere in the world. As you grow, you can add additional systems in minutes each, not hours each. You can train your people to be productive with PerfMan in hours, not days.

Turn this sheet over to learn more about how PerfMan is helping DMdata achieve its business goals.



The power behind
great IT decisions

CASE HISTORY



INDUSTRY: IT Outsourcing

HEADQUARTERS: Brøndby, Denmark

**ORGANIZATIONAL
DESCRIPTION:**

DMdata is a leading provider of IT outsourcing services including network, data communication, infrastructure for Internet ASP and AIP, operation of mainframe and server-based systems, Web hosting, Print, Business Continuity Services, Desk Top Management and more.

DMdata has more than 500 employees in suburban Copenhagen, Aarhus and Odense.

THE CHALLENGE:

Provide multi-platform monitoring, analysis and reporting for entire IT infrastructure serving a rapidly growing customer base. Solutions needed to:

- Minimize personnel, hardware and software costs
- Be highly scalable to meet rapid business growth
- Integrate management of mainframe and open system architecture
- Provide superior service-level reporting to customers
- Offer simple and unintrusive deployability in multiple customer networks.

SOLUTIONS:

PerfMan family of performance management tools including **PerfMan for Windows**, **PerfMan for UNIX**, **PerfMan for OS/390** and modeling suites employed throughout customer IT infrastructure.

RESULT:

DMdata has managed to keep IT abreast of company's 36 percent annual growth rate without excessive personnel, hardware or software costs and without sacrificing customer service. Service-level reporting exceeds customers' requirements and PerfMan's monitoring, analysis and modeling capabilities helped DMdata effect a massive migration of IT systems for the entire city government of Copenhagen. The migration was successfully accomplished over one weekend and without service disruption to the city's 17,000 system users.

"PerfMan's scalability and automation allows us to continually expand our analysis and reporting services without having to add additional people. We are currently managing over 80 LPARs and hundreds of Windows and UNIX servers with only a few people."

Jens Ogstrup Pedersen
Capacity and Performance Manager
DMdata

"PerfMan's installation flexibility allows us to collect and manage performance data from our customers' secure Windows and UNIX environments without being intrusive and with zero chance of jeopardizing availability."

Mogens Hyldgaard Jensen
System Administrator
DMdata

"Our partnership with PerfMan has been great. We've asked for many enhancements and new features and ISM has been very responsive."

Sten Johannesson
Capacity Planner
DMdata

About ISM:

ISM, a Microsoft Certified Solution Provider, a worldwide Hitachi Data Systems business partner and a member of IBM's PartnerWorld for Developers, is a recognized industry leader in innovative solutions for capacity and performance management. PerfMan® provides a completely integrated solution for enterprise-wide performance management and capacity planning of z/OS, OS/390, Windows 2000-03, VMware ESX, UNIX and Linux systems, storage, applications and networks.

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