

GETTING IT THERE SAFELY IS ONLY PART OF THE PROMISE

**J.B. HUNT TRANSPORT SERVICES, INC.,
DELIVERS TIMELY AND COST-EFFECTIVE
SERVICE TO ITS CUSTOMERS.**

HOW DO THEY DO IT?

**WITH 16,000 PEOPLE AND 10,000 TRUCKS
DRIVEN BY DEDICATION, PROFESSIONALISM
AND INDUSTRY-LEADING TRANSPORTATION
LOGISTICS SERVICES.**

**IT'S AMAZING WHAT REALLY SMART
INFORMATION TECHNOLOGY CAN DO.**



Far more than just a trucking company, J.B. Hunt employs leading-edge technology to cut through the capacity, routing and regulatory complexities of full-truckload freight transportation for its customers.

What began in 1969 with five trucks and seven trailers, has grown into a more than \$2.5 billion company with nearly 16,000 employees and more than 10,000 trucks and 46,000 trailers.

J.B. Hunt's business operations are primarily organized through three business segments-- Truckload Services, Intermodal and Dedicated Contract Services-- that focus on delivering customer value and service.

The company's phenomenal growth has been fueled by

its innovative linkage of its Information Technology to its corporate goal of providing "one call does it all," transportation logistics services to its customers.

J.B. Hunt uses highly sophisticated, Internet-based capacity calculation, trailer-tracking, and customer relationship management systems.

With locations in more than 300 U.S. cities, the company is the carrier of choice for market-leading firms in retail, beverage, consumer goods, food, manufacturing, paper and other industries.

To learn more about how J.B. Hunt delivers world class transportation services to its customers visit:

www.jbhunt.com

J.B. Hunt represents a text-book example of the competitive edge that strategically used Information Technology provides in offering customers the very best in both service and cost-efficiency.

J.B. HUNT USES ISM'S PERFMAN SERIES OF IT CAPACITY AND PERFORMANCE MANAGEMENT TOOLS

J.B. Hunt gets maximum efficiency and performance from its z/OS, DB2 and CICS resources with the help of ISM's PerfMan tools.

No matter which platform, or combination of platforms you use, PerfMan gathers comprehensive metrics and quickly and easily transforms that information into insightful reports, graphs and Intranet-ready content. You can automatically publish information to your Intranet--providing on-demand access to information and analysis--without using valuable IT staff time.

PerfMan enables you to see and respond to changing usage needs and resource requirements before they impact services. Its built-in sophistication and ease-of-use makes PerfMan a highly productive tool right out of the box.

**Turn this sheet over to learn more
about how PerfMan is helping J.B. Hunt
achieve its IT goals.**



**The power behind
great IT decisions**

CASE HISTORY



INDUSTRY: Transportation and Logistics Services

HEADQUARTERS: Lowell, Arkansas

ORGANIZATIONAL DESCRIPTION:

J.B. Hunt Transport Services, Inc., one of the largest transportation logistics companies in North America, focuses on the safe and reliable transport of full truckload freight to a diverse group of customers throughout the continental United States, Canada and Mexico.

The company's business operations are primarily organized through three distinct, yet complementary, business segments that include dry van, intermodal and dedicated contract services. Utilizing an integrated approach, J.B. Hunt provides capacity-oriented solutions centered on delivering customer value and industry-leading service.

THE CHALLENGE: Provide Capacity Planning and Performance Management tools and services to ensure optimal performance and asset utilization of J.B. Hunt's IT-based transportation management systems.

Solutions needed to:

- Be highly sophisticated, yet easy to install, learn and use.
- Provide central administration, a common interface between tools, and automated analysis and reporting.
- Offer simple and unintrusive installation.

SOLUTIONS: PerfMan family of Capacity and Performance Management tools including PerfMan for OS/390, PerfMan for OS/390 Modeling, PerfMan for CICS, and PerfMan for DB2.

RESULT: J.B. Hunt's use of PerfMan quickly enabled the company to save more than 100 MIPS (valued at \$200,000*) through the evaluation of mainframe system performance trends and tuning efforts.

The company's IT leadership and staff report that PerfMan provides easy access to the information and analysis needed to make informed, effective and cost-efficient decisions on capacity planning, performance management and the evaluation of hardware and software upgrades.

* Based on Gartner Research value estimate of \$2,000 per MIPS (March 9, 2004 Research Note QA-22-2054)

"PerfMan has delivered new and very granular performance reporting that has definitely improved our ability to monitor utilization and more effectively manage our mainframe systems."

Ken Mangold
Vice President, Technical Services
J.B. Hunt Transport Services, Inc.

"PerfMan provides the fact-based information and analysis we need to ensure that our IT resources are being used as efficiently and effectively as possible."

Virginia Carron
Technical Services Manager
J.B. Hunt Transport Services, Inc.

"Perfman has given us the ability to do in-depth analysis of CICS and DB2 performance better, faster and more easily.

Its support team is the best I have ever encountered from a software vendor."

Larry Cole
Senior Systems Programmer
J.B. Hunt Transport Services, Inc.

About ISM:

A Microsoft Certified Solution Provider, a worldwide Hitachi Data Systems business partner, a member of IBM's PartnerWorld for Developers, and a VMware Technology Partner, ISM is a recognized industry leader in innovative solutions for capacity and performance management. PerfMan® provides a completely integrated solution for enterprisewide performance management and capacity planning of z/OS, OS/390, z/VM, Windows 2000/2003/XP/NT, UNIX and Linux systems, storage, applications and networks.

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