



There is one
source of power in
the Northwest greater
than **PacifiCorp**,
but it tends to be
a bit unpredictable.

With nearly 1.5 million customers and a distribution network covering 135,000 square miles in Oregon, Washington, California, Wyoming, Utah and Idaho, PacifiCorp

still manages to be one of the most reliable, lowest-cost source of electrical energy in America. **How?** By maintaining a state-of-the-art generation system including coal, hydro, gas-fired combustion turbines, geothermal and renewable wind power. Supporting these disparate sources of power and PacifiCorp's residential, commercial and industrial users is a multi-platform IT infrastructure that helps the company deliver its commitment to service quality and reliability.

So, who does PacifiCorp rely on to ensure that its IT system is the most powerful, reliable and cost-efficient possible? The IT system monitoring, analysis and reporting power of **PerfMan**.

PacifiCorp demands IT support that contributes to, rather than hinders, its ability to strategically set and meet its goals for service quality and reliability without sacrificing cost efficiency. **No matter which platform,** or combination of

platforms used, PerfMan accurately gathers comprehensive metrics from your servers, networks, web servers and storage and then delivers that information in the formats you choose – reports, graphs and Intranet-ready content. Current and historical performance information can be automatically published to your Intranet with no staff time involved.

The result is the kind of **essential knowledge that helps you maximize system efficiency and virtually eliminate costly surprises.** You'll know 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.

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



The power behind
great IT decisions

CASE HISTORY

PacifiCorp



INDUSTRY: Energy

HEADQUARTERS: Portland, Oregon

ORGANIZATIONAL DESCRIPTION:

Serving nearly 1.5 million customers, PacifiCorp generates about 8,000 megawatts of energy from coal, hydro, gas-fired combustion turbines, geothermal and renewable wind power. The company is one of the West's largest electric utilities., maintaining more than 50,000 miles of distribution lines and employing more than 6,600 people throughout the Northwest.

THE CHALLENGE: Provide multi-platform CPU, memory, storage, virtual tape and network monitoring, analysis and reporting for entire IT infrastructure including an s/390 mainframe, 250+ Windows and 150+ UNIX servers.

Solution needed to:

- Provide enterprise-wide capacity and performance tracking
- Provide capacity requirement predictions five years out.
- Provide systems and application-level performance tuning and storage utilization analysis.
- Offer consolidated, desktop reporting and analysis tools.
- Support and manage secure environments behind firewalls.
- Offer automated publishing of information to internal web site.
- Require little or no overhead.
- Require minimal staff training.

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: Implementation accomplished quickly and easily. Within six months, PerfMan identified system bottlenecks and solutions enabling PacifiCorp to forego multi-million-dollar hardware and software expansion.

“PerfMan has already paid for itself. We were pushing the limits of our processors, but your product pinpointed some problems and showed us some things we could do. As a result, we’re delaying by 18 months a mainframe upgrade and a couple of million dollars in hardware and software licensing costs.

Steve Underwood
System Software Manager
PacifiCorp

“PerfMan worked just as it was billed. Actually, better, because we requested and received a lot of additional features. ISM’s reputation for being customer-oriented is well deserved.”

Steve Underwood
System Software Manager
PacifiCorp

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, z/VM, Windows 2000/XP/NT, UNIX and Linux systems, storage, applications and networks.

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