



STATER uses DataStream technology to manage its Data Centres

Economies of scale are essential in the management of mortgage portfolios, and for clients of STATER, failure is NOT an option. Automation is essential to STATER.

Mortgage funding has changed radically as a result of the situation in the North American mortgage market and under the influence of European integration.

Alongside the traditional method of attracting funds, a secondary mortgage market is growing up, dealing in portfolios and in mortgage backed securities. STATER is a major player in this secondary mortgage market, as a service provider and administrator of pools of securitised mortgages and as a provider of expertise in this area.

DataStream technology is being used by STATER for automatic managing and monitoring of their critical VMS servers. DataStream technology is used to continuously monitor the console output from STATER's database applications at two of their major data centres. This allows IT operations staff to connect and remotely manage the branch systems from a single location.

The OpenVMS systems are very important to STATER and previously they had been using Digital's POLYCENTER Console Management (PCM). With the demise of PCM, STATER turned to **DataStream** technology as a replacement for this solution.

Jan Gerkema, Team Manager for the Operations Support Infrastructure, said, "Initially Compaq themselves recommended the **DataStream**¹ product to us, and once we looked at its functionality we were very impressed, especially as it offered a new vital feature – Automatic Failover."

Jan continues, "One of the driving factors behind **DataStream**¹ was how easy it was to implement with very little training. The cross-over was accomplished in a seamless and speedy manner."

In an organisation such as STATER, there is a distributed environment of servers spread

round different locations and buildings. Each system has its own console, which must be visited in person by the System Administrator to carry out essential tasks. **DataStream** technology enables STATER to bring all these consoles

together onto a single screen at a single location saving expensive time and resources.

Jan said, "**DataStream**¹ is one of the important management tools at STATER used for the remote management of the server systems giving 24x7 availability."

STATER's Alpha systems are used for running Compaq Tru64 Unix and Sybase, their database system, and these are mission critical to their organisation. The OpenVMS machines are constantly updating throughout the day and night, producing reports, updating the databases and the business transactions of the day. The OpenVMS machines are Compaq Alpha ES40s and for the Sybase systems they are using Alpha GS60s.

How DataStream works:

Once connected to a "client" system, **DataStream** allows full control of the computer using a terminal session on the console port. **DataStream** acts as a normal console, collecting and logging all system messages, which are sent to the console port. It is able to filter out more important messages using advanced text algorithms. These can then be forwarded to a wide range of notification mechanisms, such as a central event notification system, email or a pager.

One of the main new benefits that **DataStream** technology brought to STATER was its Automatic Failover mechanism (AFM), for each managed system. This allows you to define a PREFERRED and ALTERNATE DataStream server in the event of a failure. If the PREFERRED DataStream server cannot function for any reason, the ALTERNATE server takes over automatically, and continues to provide full functionality until the PREFERRED server is back online. This gives full protection in the event of system failure.

For further information visit
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Background Information

In the beginning STATER was a customer of Compaq and they used POLYCENTER Console Manager. When this technology was discontinued they searched for another solution, and Compaq suggested DataStream¹ developed by Cyclone Technology.

"We are very pleased with **DataStream¹** and we are using it for the monitoring of our consoles from the Alpha systems and a few Routers," said Jan. "Using the expertise of the VX Company (formerly trading as VX8000) consultants in a joint venture with Itheon, a distributor partner of Cyclone Technology, as in the past they had conducted similar projects with other customers. The implementation took just 2 days and it's currently being used on 15 systems and 2 network routers from Tricom."

VX Company is an IT service company, specializing in system development and management in OpenVMS, UNIX and Windows NT systems environments with Compaq, Microsoft and Oracle tools. VX8000 focuses on

mission critical applications and their integration with Internet applications. They supply individual professionals on secondment and take project responsibility on the basis of Service Level Agreements.

Wilm Boerhout, Business Manager of VX8000, said, "As an organisation we approach all IT Projects with a thorough understanding of the customers needs. Our knowledge of the OpenVMS platform and the DataStream¹ product, coupled with the first class Technical Support from Itheon is a winning combination. Implementation of **DataStream¹** replacing Digital's PCM (POLYCENTER Console Manager) is very quick and performed with the minimum of disruption to the client."

Jan closed by saying, "I found the Itheon staff very helpful – the product has now been installed for over a year and there are no problems, and no reasons to contact the Itheon support staff. We needed very little training on **DataStream¹**, and the changeover was seamless. We were fully functional very quickly."

Cyclone Technology

Cyclone Technology has been providing flexible, customisable and cost-effective solutions for systems and network management since 1996. Their solutions are in use in over 100 international organisations. Supplied both directly to end users and through their network of third party suppliers, **DataStream** is used in some of the world's largest Data Centers to manage over 13,000 devices around the globe.