

Taktik NightWatch & RoomAlert Systems

Taktik's NightWatch and RoomAlert systems have been installed at LG.Philips Displays Durham since January 2001. The installation of the system was very smooth and the intuitive user interface enabled my support staff to be proficient in the systems use in a very short space of time.

The fact that the system can simultaneously and centrally control the computer room environment and a server environment with multiple operating systems has made the tool invaluable to the IS department.

NightWatch is primarily being used to proactively monitor our NT, Unix & VAX systems, upon exception, for both their performance levels and batch job errors. This has freed the Ops Department to spend less time on checking systems performance and more time on improving system performance. Both the Nightwatch and the RoomAlert systems are linked into our e-mail system for 9 to 5 alerts and to mobile phones for out of hours coverage. This gives the Ops department early warning of systems problems (7x24), which can enable us to resolve issues before the rest of the business is aware of the issue becoming a problem.

Overall, I have to say that the Taktik Nightwatch and RoomAlert systems have provided LG.Philips Displays with a low cost, peace of mind solution to 7x24 running. Also, and not least importantly for cost of ownership, the upgrades we have taken have been uninvasive and support (when required) has been excellent.

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