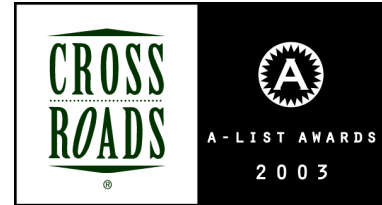


ESP Espresso

➤ Enterprise Job Scheduling



CUSTOMERS AT WORK

A large telecommunications carrier, a major financial services firm, and a midsized retail business were among the reference customers. In automating IT processes, their objectives included:

- Improving accuracy and repeatability of core business processes in a complex, heterogeneous environment
- Growing the business with existing IT staff and infrastructure

WHY CYBERMATION?

ESP Espresso provides enterprise workload automation and management in distributed computing environments. From a single interface, ESP Espresso allows enterprises to define, monitor, and control total workload across UNIX operating systems, Microsoft Windows NT/2000, the IBM iSeries, and ERP applications from SAP R/3, PeopleSoft, and Oracle. Its architecture enables true event-based scheduling that is accurate, reliable, and secure. A complex, diverse workload is easy to define and manage because ESP Espresso offers a single calendar for multiple schedules. This eliminates redundancy and delivers administrator productivity. ESP Espresso enables flexible, highly scalable automation with low system overhead, logical resource management, high-performance fail-over, and intelligent historical reporting.

COMPANY INFO

Cybermation is a private company with 180 employees.

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BUSINESS IMPACT

Near-term value: Before adopting Cybermation ESP Espresso, reference customers had no unified view of the jobs running on and among all the different machines, necessitating many heads applied to the same problem. At run time, constant troubleshooting and firefighting were required. Far more elapsed time was required to complete the workload than the sum of individual run-times would indicate. With ESP Espresso's master scheduling capability, schedules can be prepared far more quickly and accurately, yielding dramatic labor savings. Because precisely dovetailed jobs execute far faster, some customers have found it unnecessary to invest in planned system upgrades. As a result, one customer paid back the investment in just one month. Not only is ESP Espresso amply justified by savings on IT staff time and infrastructure costs, but it also provides an invaluable degree of confidence. The business is no longer subject to data-center errors that compromise the brand image with embarrassing service interruptions.

Enterprise innovation: Reference customers in highly competitive industries say ESP Espresso enables them to implement software reflecting new business conditions faster than their competitors. Even in a data center running many thousands of jobs per day, it is possible to deploy major new applications promptly.

Technology gains: Users in large IT shops say ESP Espresso is a dramatic life change, eliminating both drudgery and anxiety.

SUCCESS FACTORS

Project strategy: Because today's tools are platform-specific, it is likely that no one person has a clear view of the entire job flow from end to end. Allow sufficient time to develop a detailed understanding before firing up the tool.

Skills: Battle-scarred systems administrators managing large, heterogeneous environments take to ESP Espresso like ducks to water. Those coming from smaller environments are advised to focus on learning process discipline first, product skills second.

Resources: If key in-house-developed applications are event-driven, you will need to involve developers in instrumenting the applications for ESP Espresso.

Fit: Customers recommend ESP Espresso for any data center with heterogeneous systems. The larger the operation, the more benefit will be derived.

Published: January 2003

ABOUT THE CROSSROADS A-LIST AWARDS

The Crossroads A-List identifies the best newly proven products and services transforming business today. Winners are determined after an analysis of the vendor's strategy followed by confidential, in-depth interviews with early adopters.