

theGuard! ApplicationManager helps Gonvarri cut operating and maintenance costs

Gonvarri, Spain's top steel service center, uses theGuard! ApplicationManager throughout its worldwide IT environment. The REALTECH solution helps Gonvarri to significantly reduce operating and maintenance costs, and has greatly simplified systems administration for its Brazilian subsidiary.

: success story

Grupo Gonvarri



Jaime Santonja, IT and Operation Manager at Gonvarri.

"We were looking for a solution that would help us to better manage our global IT systems. We found the answer in theGuard! ApplicationManager. Thanks to the solution's 24x7 monitoring capability, systems administrators in Spain no longer need to be on hand during the working hours of our Brazilian subsidiary."





Founded in 1958 as a steel service center, the Gonvarri group is now market leader in the Spanish steel industry. The company has facilities and offices throughout the European Union, as well as in the Mercosur (the common market between Argentina, Brazil, Paraguay and Uruguay), and Africa. The group's 2,000 employees generate annual revenues of around 1.15 billion euros (figures for fiscal 2002).

The challenge

Maintaining today's increasingly heterogeneous IT environments is no easy task. In January 2002, the first meetings between REALTECH Spain and Gonvarri clearly showed that Gonvarri was facing exactly this problem. The company was monitoring all of its applications and systems (such as Windows NT, SQL Server Database and SAP R/3) manually—a time-consuming and costly process.

Gonvarri needed a solution that would maximize uptime by increasing the effectiveness of management and monitoring activities, while freeing up staff from routine tasks. Most importantly, the company required coverage for its operations across three different continents and three different time zones.

The solution: theGuard! ApplicationManager

In February 2002, Gonvarri decided to implement theGuard! ApplicationManager, only one month after initial consultations. The REALTECH solution enables 24x7 monitoring of the entire IT infrastructure from a single point of control. Importantly, Gonvarri systems administrators no longer have to work through the night to monitor SAP software for the company's Brazilian subsidiary. "With theGuard! Application Manager, we overcame the problems of time differences and physical location. We

can now keep a close watch on all our systems without any additional effort, and no matter where they are in the world," explains Jaime Santonja, IT and Operation Manager at Gonvarri.

The REALTECH solution informs administrators immediately in the event of problems, and automatically proposes remedies.

Key information on operating systems, databases and other mission-critical applications is displayed and tracked centrally. The REALTECH solution even detects potential system faults before they occur, and alerts the administrators via e-mail or SMS text message. As a result, administrators no longer need to be on-site at data centers to keep an eye on systems.

A satisfied customer

Gonvarri is more than satisfied with the new solution. The implementation was quick, and ran smoothly, and the highly intuitive user interface minimizes training requirements. REALTECH'S cutting-edge, user-friendly technology not only made an immediate impact on Gonvarri, but also a lasting impression. The company is confident of achieving a rapid return on investment (ROI). "We are very satisfied with the solution. It has pre-configured functions, enables 24x7 monitoring of the entire environment from a single point of control, and automates many routine tasks. Our administrators can now focus on optimizing our business-critical applications," explains Jaime Santonja.

In light of the resounding success of theGuard! ApplicationManager, Gonvarri decided to implement a second REALTECH solution, TransportManager. What's more, the company wishes to add extra modules of theGuard! ApplicationManager to monitor five new SAP servers.

"theGuard! ApplicationManager ensures high availability, and optimum efficiency for our operating system, databases and applications. It provides a perfect mix of performance and cost-effectiveness. That is why we are looking to step up our use of REALTECH's solution," adds a satisfied Jaime Santonja.

REALTECH Spain, a subsidiary of REALTECH AG, was founded in Madrid in 1999. A year later, the company opened a second office in Barcelona, firmly establishing REALTECH in the Iberian IT services market. REALTECH Spain now has more than 200 customers, including some of the leading companies in Spain.

The company's Consulting business line provides enterprises with expert advice on the design, implementation and efficient operation of IT environments. In April 2003, the company signed an important training agreement with SAP Spain, enabling REALTECH to provide SAP Technology training in Spain.

The flagship product of REALTECH's Software business line is theGuard! System Management Suite. This cutting-edge system and network management solution ensures the high-availability of mid-size and large IT infrastructures.

Founded in 1994 in Walldorf, Germany, REALTECH has four offices in its home country as well as subsidiaries in Europe, the Asia/Pacific region, and North and South America. More than 1,500 enterprises worldwide have opted for REALTECH's cross-industry IT solutions. In fiscal 2002, the group posted revenues of 57 million euros, and employed a workforce of 630 worldwide.