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Press Officer:
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PerfoMon in use at Comramo KID

Service monitoring produces better performance and more transparency

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Monitoring service levels, detecting bottlenecks in the system landscape on time, and providing high-availability services using simple, transparent, needs-based monitoring is all made possible by the PerfoMon performance monitor by Consist. IT service provider Comramo KID GmbH is increasing the satisfaction of their customers from the church, business, health care, and social services. PerfoMon includes many agents for relevant metrics right out of the box.

Kiel – Comramo KID GmbH is using the PerfoMon performance monitor by Consist for the monitoring of their services and their heterogeneous system landscape. "We want to provide our customers in the church, hospitals, cooperatives, and social services with truly good services with high availability – regardless of whether we are handling the technical operations of their systems and applications in our computer center or even entire business processes," says Christian Kardekewitz, Head of Production and Operations at Comramo KID. "Since we've been using PerfoMon to monitor systems and processes, we've known our load conditions and can localize any weak points more or less at the push of a button. That lets us support our customers even better and more quickly during crunch times." Both the computer center and the adjacent customer service center are using data evaluated with PerfoMon.

How does service monitoring work?

In system monitoring, the operational behavior of computer systems is usually the subject. The process is based on standard interfaces to sys-

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tems, but it cannot make any statements about the quality of a service, which is what would be needed by a customer service center. Service monitoring, in contrast, can make these statements, since it provides metrics about the handling of services and processes. Besides standard interfaces, it also requires agents which make the service components capable of being checked. The PerfoMon tool by Consist already includes many of these metric agents. This IT solution must only be installed and adapted to any special needs. Evaluations of metrics can then immediately be viewed in the configurable PerfoMon monitor screens.

Why this specific monitoring solution?

COMRAMO KID, as a service provider with contractually agreed fixed service levels for its customers, needed a tool which is particularly strong in service monitoring – and PerfoMon covers precisely that need. The small installation effort due to existing availability of various metrics in PerfoMon was another factor.

"Besides, our cooperation with Consist has always paid off. In 2006, the Kiel IT company had already supported us in the design and construction of our 'KID customer center' process portal," says Christian Kardekewitz. The portal gives all customers a uniform access to all applications operated by the Comramo KID computer center.

The performance monitor at a glance

PerfoMon is used to examine bottlenecks in IT landscapes, do trend analysis, and to carry out scaling if, for instance, an alternative system configuration or an alternative product needs to be tested under realistic conditions for operation under equivalent load. Service levels can also be monitored, and load balance can be measured. PerfoMon should ideally even be used as a performance tool during development of software.

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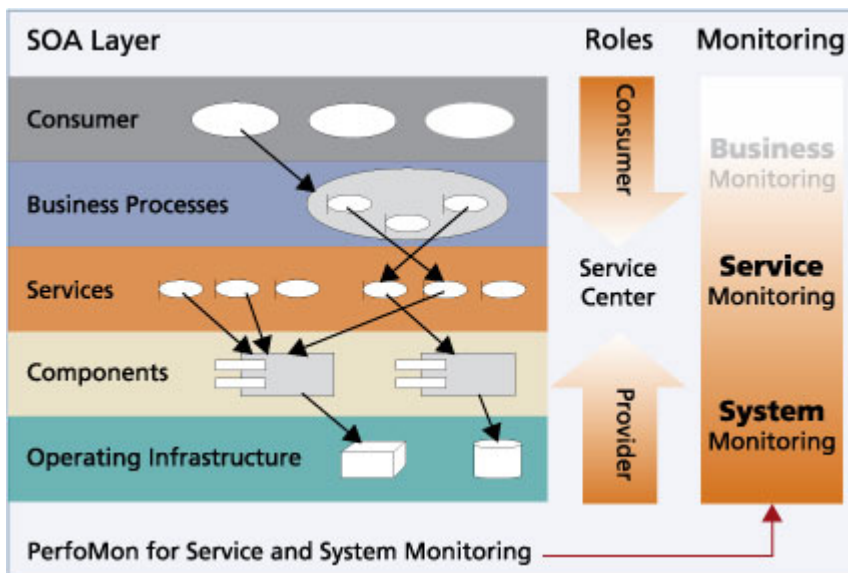
This press release contains 2841 characters (including spaces), with an average of 63 characters per line. You can also find it at

www.consist.de/presse

More information:

- About Consist: www.consist.de
- About PerfoMon: www.perfomon.de
- About COMRAMO KID GmbH: www.kid-gmbh.de

Illustrations:



PerfoMon supports service-oriented architectures (SOA) at different levels. It makes metrics in the infrastructure and service layers measurable (at different granularities), contributing to the transparency of higher-level processes. This allows it to increase the availability of processes and thus customer satisfaction.

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About Consist

Consist Software Solutions GmbH is a specialist in tailor-made applications and selected software solutions.

Consist Software Solutions has over 25 years of experience in information technology (IT). The strengths of the company are its expertise in both classical and modern technologies, its manufacturer independence, its professionalism, reliability, and commitment.

Its subsidiary Consist ITU Environmental Software GmbH – Consist ITU for short – is the specialist in Europe-wide IT solutions for waste management.

Mission

True to the slogan Pushing IT forward!, Consist Software Solutions uses innovative IT solutions to shape the information technology of its customers. Our company discovers opportunities and implements innovations, thus increasing the competitiveness of its customers. Since 1983, the company has already helped more than 600 well-known enterprises and organizations to create significant added value in this way.

Service portfolio

The business activity of the internationally active enterprise is based on the three pillars "Professionals & Projects", "Managed Services," and "Solutions".

In the "Professionals & Projects" area Consist Software Solutions concentrates on IT consulting, projects, and the provision of qualified IT specialists (sourcing).

In the context of "Managed Services," the IT enterprise handles the maintenance and continued development of custom software (Applica-

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Company Portrait



tion Maintenance Services) and offers cost-effective offshore development within the Consist Group (Consist Group Services).

The business area of "Solutions" includes solutions developed in-house, like the IT solution Modawi for electronic data exchange in waste management, the tracking software VERS, and the PerfoMon performance monitor.

Target market

The target market across all industries consists of midsize and large enterprises and organizations, primarily in Germany, but around the world as well.

Shareholder and figures

Since 1995, after its purchase from the Krupp Group, our company belongs to the Consist World Group.

The shareholder Consist Software Solutions Inc. in New York is a software company with over 35 years of experience in IT. Within the Consist World Group, our company is the largest subsidiary in Europe. In 2007, sales are projected to have reached 15 million Euros with approximately 160 employees.

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About COMRAMO KID GmbH

COMRAMO KID GmbH bundles specialized solutions in the areas of personnel management, financials, health care and reporting. In the foreground are ASP solutions (application service provision), which relieve customers of the technical operation of systems, and supporting and advising them in specialized use. These services can be extended with BPO services (business process outsourcing), which allow the customer to outsource not only technology, but entire business processes (such as payroll).

COMRAMO KID GmbH was founded in 1974 as the church computer center of the State Church of Hanover . Here, the electronic data processing took place on mainframes for the areas of payroll accounting, financials, and church member administration.

With online data processing starting in 1989, the creation of new business areas and extension of the customer base beyond church organizations started. Current software development was undertaken together with partner computer centers throughout Germany. Alliances with competent, reliable business partners enabled a modern, broad service and product portfolio. A training and event center was brought to life, primarily to introduce customers to the latest applications.

Economic independence was achieved by the company on April 1, 1997: In all, nine shareholders founded KID GmbH, which engaged its current business premises at Bischofsholder Damm 89 in Hanover in October of 2004. On June 1, 2008, KID GmbH was renamed as COMRAMO KID GmbH, and it is now a part of the COMRAMO IT Holding AG enterprise group.

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