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Case Study

JP Morgan



NETGAIN'S ENTERPRISE MANAGER

FEATURES :

- Hardware-based solution, fast and easy deployment
- Fully web-based
- Auto-discovery
- Service-oriented management
- SLA monitoring
- Central event and alarm console
- Comprehensive event correlation mechanisms
- Knowledge base
- Notifications and auto-actions
- Anywhere, anytime monitoring
- Role-based user management
- Real and immediate results

Considered as one of the largest fund transaction companies in China, JP Morgan continuously expands the fund transaction business in the China region, with the registered capital of over 100 million RMB.

JP Morgan's rapid expansion and increasing fund transaction business will rely more and more on their IT infrastructure and their network systems. The stability, reliability and manageability of IT network infrastructure will therefore directly influence

the ongoing business operations. If there is no useful strategy and reliable support to guarantee the stability of IT infrastructure, it eventually will constrain the possible development of business operation and growth.

Overview

JP Morgan's IT network system supports fund transaction business, OA management, and marketing consulting.

business operations if there are bottlenecks in this network. Additionally, if there are any unresolved problems in the network, it will create the significant company profit loss.

email system, document system, business system, and finance system.

The fund transaction business network system is the most difficult to manage and the most important segment which will affect the overall

OA management network system consists mainly of

All are dependant on IT infrastructure availability and any downtime will have an adverse effect the company's normal business operations.

| Fund transaction network | OA network system | Marketing consulting |
|--|--|--|
| Mainly using Cisco network devices and F5 load balancer, IBM RS6000 servers, AIX operating system, operating Oracle, Tuxedo, Weblogic, NOTES and user Call center system, and free application system, and using HACMP | Using standard PCs, servers and Cisco network devices, and running Oracle, Tuxedo, Weblogic, Notes, and Call center user system. | Mainly using Cisco network devices, IBM RS6000 servers, AIX operating system, with additional PCs and servers running the same applications as in OA network system. |

Research

For Equity, Economics, Fixed Income, Credit, Derivatives, Emerging Markets, FX, Structured Finance, Technical and Bond Index research

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Current Situation

“As the IT department in fund transactions faces unforeseen and complex situations, what worries us most is having problems occurring in the IT network. NetGain’s solution does an excellent monitoring of our IT networks, especially in the reporting of problems, which enables personnel to take precautions. It shortens the time needed to fix problems. The stress faced by personnel is greatly reduced, reliable figures are provided for checks and productivity of work is increased tremendously.”

- IT Manager



Currently there is an ongoing expansion of the IT infrastructure in JP Morgan .Covering the three major areas of Fund Transactions , OA systems and Marketing and Consulting , while also providing less tolerance to downtime and immediate reactive actions to any problems occurring in the network.

JP Morgan is also looking to provide faster and efficient management support using the integrated tools and features of NetGain’s Enterprise Manager to support the overall IT infrastructure.

NetGain’s Enterprise Manager was chosen because of the flexibility of its platform , overall competence in being able to monitor a wide and varied range of products , ease in which it could be deployed and used by JP Morgan and finally in pricing compared with other solutions .

Why Netgain ?

Companies worldwide are selecting NetGain Systems as their IT infrastructure monitoring and management solutions’ provider of choice to realize quick return on investment (ROI) and meet stringent service level agreements (SLAs).

Market-tested leader —
Strategic advisor and trusted partner

Solution

Using conventional network management tools, they systems in JP Morgan need to be managed as separate instances .

The network that consists of firewalls, routers, database, application and Web servers need to be managed concurrently and reactively supported .

It was a big challenge for NetGain Systems to provide the solution in an effective way both cost and technical functionalities. In this case, NetGain provides the solution in an integrated platform, providing single interface to manage all the devices in a complex networking environment.

| Monitored Objects/ Services | Monitored Content |
|-----------------------------|---|
| AIX | Hard disk capacity, CPU utilization, VM Status, swap space, AIX-error log |
| Oracle | Oracle database state, Oracle tablespace state, Oracle Listener control, Oracle Process Enterprise Manager Control, Oracle process control, Oracle listening port |
| WebLogic | JDBC Connection-Pool, JVM, Servlet, Weblogic listening port, Weblogic log control, Weblogic process |
| Tuxedo | Tuxedo port control, BBL process, WSL process |
| Apache | CPU utilization, line process number, total request per second |

Monitoring Solution

