

Press release

## Intelligent monitoring

### **ASDIS offers smart system monitoring**

**Berlin, February 19, 2009. ASDIS is presenting its new monitoring module at CeBIT 2009: the ASDIS Information System. The module filters out relevant information about IT systems and takes action on the basis of configurable rules. System administrators thus get the information they need for their decision-making, enabling them to respond rapidly when incidents occur. Responses can be either manual or automated.**

The new **ASDIS Information System** module sends information about the status of systems such as servers, ATMs, terminals or other devices to the central ASDIS system using ASDIS communication channels. Different responses to these messages can be configured, such as emails or SMS text messages to specified addresses. It is also possible to transfer the information to other programs via ASDIS interfaces. This means ASDIS can be used to manage a simple error reporting process, for example.

#### **Intelligent: status transition monitoring**

The system also boasts **status transition monitoring**. This feature collects the various messages and hardware status queries of the different devices from the standard monitoring system and applies preconfigured rules to them. These specify whether a device is switched to an **error or warning state** by a particular message. Complex situations can be dealt with and managed in this way.

ASDIS Technical Director Conrad Wood provides an example to explain how this works: "An ATM contains two cash cassettes. One of them is empty, the other one still full. The ASDIS Information System detects that *cash cassette #1 is empty*. The following preconfigured rule could be applied: *When both cassettes contain the same currency, do not generate an error message; instead, generate only a low-priority warning or do not generate a message.*"

### **Integrated: self-healing mechanism**

The status of each device connected to the network is obtained automatically on a regular basis. Consequently, the ASDIS Information System can also identify **changes**. When cash cassette #1 is filled, for example, the warning ticket generated previously is closed, and the status is switched from “error” to “OK”.

The **history** is taken into account when a status change like this is made. Wood explains: “One possible configuration command could be: *If at least three XFS errors occur, then restart the device up to a maximum of five times. If there are still errors, display the offline screen and report the status to the central system.* Thus, in the ideal case the system repairs itself – which brings huge **time and cost savings**.” Because this programming is stored on the device itself, the mechanism also works when there is no network connection.

### **Versatile: the range of possible applications**

Thanks to the **platform- and vendor-independence** of the ASDIS software and the comprehensive interface support provided, the new monitoring module is ideally suited to deployment in complex systems with different devices and requirements. When used with **ASDIS Server Management**, the monitoring module can monitor services that, for example, prevent non-authorized software from running, detect hardware capacity shortages and monitor security services, devices or logins.

When used with **ASDIS ATM/Kiosk Management**, the module can be used to monitor printers, cash cassettes and the performance of service providers and to monitor and control software and processes. “It also reports physical changes such as open safe doors or jammed debit cards,” says Wood. The PIN card-reading functionality can also be monitored.

In addition, the monitoring module offers comprehensive monitoring functions when used with **ASDIS Retail Management**. It monitors cash cassette levels, temperature, POS printers, time recorders, physical changes such as duration of operation, displays, scales or scanners and manages booking journals and events.

The entire ASDIS Information System is implemented in elegant, **efficient C/C++** code, so the solution’s CPU and memory requirements are low.

## **At a glance:**

### **The benefits of the ASDIS Information System:**

- Customizable process automation options save time and money
- Self-healing mechanism thanks to history integration
- Central system status monitoring with ASDIS software
- Monitoring possible even without a network connection
- Platform- and vendor-independence
- Low CPU and memory requirements

### **Invitation to meet ASDIS at CeBIT 2009 in Hanover**

Send us an email or call us if you would like us to arrange for you to have a chat with ASDIS at CeBIT in Hanover.

### **About ASDIS**

ASDIS Software GmbH offers solutions for the efficient management of IT infrastructures in complex IT environments. These custom systems are based on product modules developed by ASDIS that permit the automated distribution and management of system status information, software and data in enterprise-wide IT environments when changes have to be made. A variety of interfaces and flexible software design allow ASDIS solutions to be implemented quickly in existing systems.

The company has almost 20 years of experience developing high-quality software management solutions and boasts Fortune 1000 companies among its long-standing customers, which is a testament to the reliability and efficiency of ASDIS solutions. The German Foreign Office, Deutsche Bahn, Dresdner Bank, Drogeriekette Müller and UBS are all ASDIS users, as are numerous other well-known companies, organizations and public agencies. The company is headquartered in Berlin.

For more information visit [www.asdis.de](http://www.asdis.de).

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