

# Customer Case Study



All Systems Go.



## Diversified Check Solutions St. Louis, MO

[www.diversifiedchecksolutions.com](http://www.diversifiedchecksolutions.com)

### Industry

Financial Services

### About DCS

- Check Processing Solutions Provider
- Scaling to meet demand for 1000s of customers
- 20 Employees

### Key Benefits

- Two day deployment enabled DCS to implement comprehensive monitoring and improve auditory stance
- Roles-based access control organizes user visibility and activities, allowing DCS to scale efficiently
- Comprehensive monitoring empowers operations team to succeed without additional headcount
- Sophisticated alerting and automatic remediation corrects problems before they occur delivering high level service availability
- Complete ROI in under 2 months

## Diversified Check Solutions Deploys Hyperic HQ in Just Two Days and Achieves ROI in Under Two Months

Diversified Check Solutions' (DCS) check processing software has helped business and entities of all types that accept check payments streamline their payment process. DCS's financial software solutions manage the entire lifecycle of payment activities for a variety of customers, including banking institutions, merchants, public and private utilities, government and public agencies, lockbox and remittance processors, educational institutions and non-profits.

In 2004, the US Government passed the Check Clearing for the 21st Century Act, which mandates all banks & financial institutions to create and process check information electronically by 2010. The legislation, commonly referred to as simply the Check21 initiative, is a watershed modernization of check processing that will benefit consumers, financial institutions and the Federal Reserve. Banks will be able to process checks faster and more efficiently, while the government will be able to gather data electronically about check fraud, check collection and return methods, funds availability, and timeframes to better protect the consumer and the nation's financial system.

For Diversified Check Solutions, the Check21 initiative created a significant new business opportunity. By fusing its current ACH check processing capabilities with software innovation to support the X9 file specification, the company developed a new technology called ACHeck21™, which provides remote capture and deposit solutions to a wide variety of users. This technology allows users to accurately convert paper checks into digital images and data that meets the government's Check 21 requirements. This solution, ACHeck21™, also enables these digital images to be integrated into standard financial activities such as check verification, updating accounts receivable systems, managing returns, archiving checks and data mining.

ACHeck21™ was designed to be a cornerstone technology for the payments processing industry evolution. As merchants, schools, and other industries look for technology strategies to meet with new Check 21 requirement, demand for Diversified Check Solutions solutions will grow exponentially. To anticipate that growth, and serve the needs of users and comply with a myriad of regulatory agencies, DCS knew both quality and continuity of service was paramount to their success.

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## Environment

- Microsoft SQL Server 2000,
- Microsoft Windows 2003 R2
- Microsoft Network Load Balancing
- Microsoft Clustering
- VMware Server
- Global Enterprise Control System (GECS)

## Hyperic HQ Manages

- HP & Dell Hardware
- HP Insight
- Dell OpenManage
- Custom C++
- IIS
- Postgres
- Sybase

*“With no experience using Hyperic HQ, I personally finished the project in just two days.”*

**Bret Hillbun**  
Chief Software Architect, DCS

## The Road to Growth

“In our industry, any failure of the network has massive implications,” said Bret Hillbun, chief software architect at DCS. “If our customers fail to make a transaction, it damages them all the way to the consumer— and they could face heavy fines. As the connector point for all those transactions, we must have 100 percent availability.”

A veteran of the rigorous regulatory environment of the financial services market, DCS is subject to a variety of audits and regulations. Even the slightest web server glitch must be accounted for, requiring that DCS watch their system 24x7 from many different angles.

As DCS brought their new ACHECK21™ service to the market, it faced a series of audits to ensure compliance, security and reliability.. As the market demand for the product grew, the need for a more comprehensive monitoring application also rose.. To ensure success, DCS needed to quickly deploy a network management and monitoring system that met the auditor’s high qualifications, and would enable the company to meet the skyrocketing demand for its services.

## Searching for the Right Solution

At first, the IT team at DCS thought it knew how to meet their monitoring requirements while scaling alongside their predicted growth. Based on previous experience with HP OpenView and IBM Tivoli , the team knew exactly what they wanted: roles-based access to various systems management and monitoring reports, comprehensive alert and escalation rules, and automatic remediation of known issues.

The team was leaning towards HP OpenView because they already had experience using it. However, a chance Google search by Hillbun revealed another alternative—Hyperic HQ. After some fairly extensive diligence on the product and the company, the team downloaded the software directly from Hyperic’s website.

Using Hyperic, Hillbun installed and fully implemented his systems management plan in just two days. He was amazed at the ease-of-use and the completeness of functionality. “Years of working with HP OpenView prepared me to scale a team of four people for six months to get the level of service we need to meet our standards,” explained Hillbun. “With no experience using Hyperic HQ, I personally finished the project in just two days. The significant time and cost advantages over OpenView tipped the decision in favor of Hyperic HQ.”

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## Why DCS Selected Hyperic HQ Enterprise:

- **Access control** for managing team visibility
- **Enterprise alerting** extends definitions to include recovery and multi-conditional alerts
- **Scheduled control** actions for maintenance or automatic remediation of alert conditions

*“For any company that runs a service, a management system isn’t optional. Hyperic’s price point and functionality makes it the only choice out there. The amount of money you save is phenomenal.”*

**Bret Hillbun**  
Chief Software Architect, DCS

## Hyperic Prepares DCS to Scale

Hillbun is no stranger to large-scale systems deployment, and understands the need to organize information and tasks to focus the efforts of a large team. He also recognized that it was critical to involve the business in this overall effort. After installing the Hyperic HQ Enterprise trial and auto-discovering all of his deployed resources, Hillbun organized Hyperic HQ users into six key roles:

- **Business monitoring and management** – provides aggregate visibility and alerts on the overall performance and availability of server types and applications.
- **Basic support monitoring** – provides aggregate and detailed metric and event data visibility and alerts on entire infrastructure. Alert detail provides a “responsible person” that can be called for updates.
- **Application support** – provides application availability, alerts and detailed metrics, event data and automatic control actions for all software services supporting each application.
- **Database support** – provides database availability, alerts and detailed metrics, event data and automatic control actions for all database functions.
- **Wintel (hardware) monitoring** – provides network, hardware and operating system availability, alerts and detailed metrics, event data and automatic control actions for entire datacenter including virtualized operating systems.
- **Financial alert monitoring** – provides alerts to financial decision makers when authorization or validation of fraud activities are necessary.

By organizing managed resources, alerts, control actions and people into different roles, Hillbun ensured that the right people had the right information at the right time to anticipate and solve problems before they caused outages or business failures. This approach also allowed each user to personalize their experience, creating a custom dashboard to reflect the priorities of the day, week or month. The team could then use detailed metric views to quickly understand and respond to system behavior.

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## About Hyperic Inc.

*Hyperic provides the only open source systems management software purpose-built for the fast-moving online services market. Hyperic's software provides unprecedented cross-stack visibility and helps enterprises to pinpoint, correct and prevent problems at every layer – including hardware, networks, virtualization, middle-ware and applications. Hyperic's technology-neutral approach supports innovation by enabling manageability across technologies in the market today as well as those of tomorrow. Hyperic's software manages online services businesses of all sizes, including hi5 Networks, eHarmony.com, MyNewPlace.com and more.*

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Hyperic provided DCS with comprehensive coverage for the large majority of the technologies deployed in their data center. However, as a custom-built application, ACHeck21™ wasn't covered. The Java-based application was easy to add via a Plugin created using the Hyperic Plugin Development Kit (PDK). Similarly, some of their hardware shipped with built-in management technologies, such as Dell's OpenManage. These technologies were quickly connected to Hyperic HQ using a system of SNMP traps, mapped through an XML based SNMP plugin.

Upon deployment, Hillbun realized that Hyperic HQ offered several other advantages over other solutions, most notably ease-of-use. "Tivoli and OpenView both offer an amazing amount of flexibility, but it really kills the implementation," commented Hillbun. "Hyperic is more in tune with what it takes to actually get monitoring done."

## DCS Achieves ROI in 2 Months

Within weeks of deployment, DCS was successful in signing several contracts with major financial services providers. Through these contracts, DCS became the provider of digitized check services to thousands of credit unions nationwide, and continues to expand its service. During this expansion, the operations team exceeded the service level agreements for its customers.

Since Hyperic automates the majority of the detailed tasks expected of the operations team, the team was able to avoid additional hiring despite the rapid growth. "It's made all of our lives much better. It takes a lot less work to be confident that you know everything that is happening on every server all the time," said Hillbun. "Our work environment is a lot less stressful."

Hyperic HQ's fast, easy deployment and comprehensive management capabilities enabled DCS to confidently deliver a reliable solution, attract customers and reduce the effort needed to scale their solution. "In less than two months, I have completely reclaimed my ROI," stated Hillbun. "And with the saved headcount, I expect it will pay for itself many, many times over."

"For any company that runs a service, a management system isn't optional," continued Hillbun. "Hyperic's price point and functionality makes it the only choice out there. The amount of money you save is phenomenal."