"DONG Energy secures their software platform success with Performance Guard®"

Jørgen Fangel, It-chef, DONG Energy

Performance Guard secures OS implementation

One of Europe's leading energy groups, DONG Energy, has successfully pioneered the implementation of their Windows software platform on a large scale across Europe. The integration between Performance Guard® and DONG Energy's Windows based software platform has proved to be a tight fit.

Jørgen Fangel, Manager of the Department of Application Maintenance at DONG Energy Power, is sure that Performance Guard® has been vital in establishing a smooth and secure IT-infrastructure:

"In rolling out the software platform to approximately 6,500 computers, it was crucial to be at the forefront of technology. The Performance Guard® agent in our operating system has provided us with a problem-free platform and hands-on access to all internal users. It gives us a solid overview and a crystal clear picture of upcoming IT-issues with regard to performance and response time and a tool to quickly determine the root cause of a problem."

THE KEY TO SUCCESS IS END-USER FOCUS

Performance Guard® shows performance monitoring, documentation and real-time capacity planning between servers, network and end-user. To know in advance the end-user's experience of the systems is the key to success, according to Jørgen Fangel.

- By monitoring and troubleshooting with Performance Guard® on each pc and server, our it maintenance department is getting critical information on performance and consequently also the ability to optimize the quality of the it environment and the applications.

CapaSystems A/S, Roskildevej 342C, DK-2630 Taastrup. Tel. 70 10 70 55. www.capasystems.com

GREAT EXPERTISE AND ROI

The market leader in Systems Management with an end-user perspective, CapaSystems, is currently offering the 5th release of Performance Guard® as customized "Software as a Service". For DONG Energy, the outsourcing of the monitoring reports to CapaSystems on a monthly basis has proven to be a satisfactory arrangement.

- The monthly reports have provided us with a great overview of the yielding capacity of the infrastructure from CapaSystems' experts. This performance information allows us to focus on delivering proactive service even before problems occur. In outsourcing this expertise we get a high ROI with healthy utilization of our resources as well as our infrastructure," says Jørgen Fangel.

About DONG Energy A/S

DONG Energy A/S is a holding company incorporated in Denmark, and one of Northern Europe's leading energy groups with a business based on procuring, producing, distributing and trading energy and related products in Northern Europe. DONG Energy was formed in 2005 by six Danish power companies, and as a new organization it is in need of secure procedures to maintain an overview of its IT-infrastructure. DONG Energy A/S employs approximately 6,000 people; revenue totalled EURO 7,28 billion in 2010, approx. USD 9.64 billion. Profit in the same year was EURO 0.60 billion.

About CapaSystems
Software Solutions for Device Management, Performance Monitoring and end-user satisfaction: At CapaSystems we are dedicated to creating a future where smart technologies will eliminate all manual processes. We do this by providing expertise and smart, proprietary software that unleashes the full potential of our customers' IT-operation.CapaSystems is a Danish software vendor established in March 1996. Today we have customers worldwide and strong partner channels in Scandinavia, Central & Eastern Europe, the USA and the Middle East.

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