

# JN Data Guides Businesses to Better Decision Making

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## Case Study

## Client Info at a Glance

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**Company:** JN Data

**Location:** Denmark



**Company Overview:** Jyske Bank, the third largest bank in Denmark, and Nykredit, the largest mortgage company in Denmark, founded JN Data in 2002. JN Data creates and develops the technical foundations for both companies. Its goal is to save resources by combining the two companies' data centers.

**Business Value of TeamQuest:** Being able to identify and understand – in real-time – what deserves attention in the enterprise has helped JN Data Capacity Manager Henrik Tonnisen provide information that enables the business to make the best decision possible. Tonnisen merges technical data from tens of thousands of servers into self-service reports for each individual's need, which changes the discussion from a tome of technical metrics to summarized actionable information.

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## TeamQuest capacity planning tools help JN Data avoid unexpected IT issues and provide self-service reporting capabilities to their customers.

Navigating through an endless sea of server platforms and applications is a problem for many IT organizations. The ability to foresee danger before it's too late and sharing that information with the right people at the right time - and in the right context - can keep your IT work from becoming a memorable tragedy.

JN Data manually reported more than 100 reports each week. The team didn't effectively communicate the value of IT to the business. And they were challenged to gain a better view of their IT environment.

"When we did capacity planning activities, we didn't know if we had problems with a production server, or which application it was related to," said JN Data Capacity Manager Henrik Tonnisen. "We would just wait for problems to pop up and react to the situation." Many times, the team received alerts from their customers.

JN Data wasn't alone. More than 70% of IT managers across the globe said their organization operates in a reactive or chaotic state, according to a recent survey. This means IT staffs remain a victim to 'unknown' circumstances and unexpected events, knowing only the data for a subset of their components and how they fit together.

"It was very important to retrieve and share value from our data," he said. The team found it necessary to group the servers together so they could direct the information to the right people in the development center, for example. Ultimately, they wanted the ability to continuously optimize their operation through proactive automated actions.

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The team of five wanted to connect technical data into business data. “We had all the statistical data and we used that for troubleshooting, but we wanted to do more,” he said. “We needed to create reports for our partners and customer so they could improve their business decisions by looking into specific details for a time period or situation.”

JN Data couldn't afford the lack of visibility and analysis into their IT environment. The company is one of the largest IT operations centers in Denmark, working with banks that demand top response times for the customers who use their services.

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## Building a Common Language

The team supports Linux, AIX, and Windows in their environment along with WebSphere, DB2, and others. In order to build a common language, the team needed to understand the connection between application systems and different servers.

“We merge the technical data from 10,000 servers with business data from our CMDB to create the reports our customers want,” he said. “We're able to measure and have the necessary view into the business areas where a bunch of services are attached, identify what kind of relation they have to each other, and understand the size of the system. In the end, IT and our customers see how much memory and CPU cost are used for a specific, primary business.”

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Tonnisen and his team say it's easy to navigate through their IT systems and share relevant information with customers since they've incorporated a self-service reporting service. The team discovered a java program that enabled them to create an interface which controlled access to specific reports and visibility into different levels of server data. JN Data credits help from TeamQuest in making this happen. "TeamQuest grasped onto our ideas and helped us deliver this capability to our customers." The reaction to the reporting service was positive. Tonnisen said his team received a standing ovation from stakeholders after announcing a new self-service reporting dashboard.

"Our customers submit their 'order' and they receive a detailed report tailored to their specific need," he said.

For example, one report reveals 10 different metrics based on looking at a server from vCenter. It shows CPU, memory, I/O, disc, network traffic and usage. Viewers can also see how their virtual environment shares CPU and memory across the interface of the hosts.

## Avoiding Danger

Narrowing the list of underperforming servers from a sea of thousands can be a daunting task, filled with missteps along the way. JN Data dodges that danger with its ability to focus on 100 underperforming servers instead of 10,000. "The TeamQuest Performance Indicator (TPI) enables us to zero in on potential problems and understand if a server has enough capacity to serve the application," he said. "We're able to be more proactive since we can see the specific servers that have a lot of wait time, for example," he said.

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This helps those responsible for a development department by providing an overview of their system with the ability to drill down to all servers related to that system. This also keeps the number of unexpected IT issues at bay.

According to a global survey, IT managers say they deal with 8 unexpected IT issues each week, on average, with each unexpected issue taking more than 3 hours and using 7 seven staff members to resolve.

Fortunately, JN Data has improved its ability to uncover potential dangers ahead of time. Everything from reporting in a common language to gaining a better view of the environment has helped Tonnisen and his team serve his customers. “Being able to narrow our focus on the 100 servers that matter in real time instead of wading through 10,000, and being able to provide relevant reports to our customers, is what gives IT value to the business.

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