



Chocolats Camille Bloch SA  
Courtelary  
Switzerland

How to monitor the performance of the AS/400 and provide support to users.

VISUAL Control for Windows and  
VISUAL Support Pro

### ...about the Company

Chocolats Camille Bloch Inc. is a chocolate company based in Courtelary, Switzerland. They use an AS/400 to manage the work of 170 people at their factory, and also support another twenty people working remotely away from the factory. The AS/400 is the main computing system used by Chocolats Camille Bloch. They use the AS/400 as it provides them with very low ownership costs and it is easy to administer.

The IT department consists of three IT technicians who work on the AS/400, and several external consultants. There are other people working in the IT department who are not directly related to the AS/400. One of the main challenges that the IT department face is how to monitor the performance of the AS/400 and provide support to users.

This is a very important consideration. With many tasks for the IT team to perform, there is not often time for providing support to confused users, fixing problems in applications, monitoring the system performance etc. There are always other things that should take higher priority. Tango/04's VISUAL Control for Windows and VISUAL Support Pro provided a simple solution.

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Pierre Reverchon of Chocolats Camille Bloch was interested in VISUAL Control for Windows and VISUAL Support Pro from Tango/04 as it would offer them the ability to automate a lot of system monitoring tasks, allowing them to get on with more important work. “We use Tango/04 products for system surveillance. We gain in the ability to react of our Info Centre the helpdesk team” says Pierre. “We can also anticipate future hardware needs, and identify performance problems easily.”

Now all user support is much easier. Rather than having to go to visit each user, or rely on a confusing explanation by telephone, Pierre and his team just use VISUAL Support Pro to drill down to see job information of the user's job, or of any batch job. VISUAL Support Pro will show them the actual user screen (up to the last keystroke), the associated LDA, job log, QTEMP objects and more. It will even let them drill down to view running source code. They can then use VISUAL Support Pro to execute commands

directly on the captured job, so they do not have to cancel jobs if problems occur. All support tasks can be completed much quicker with much better internal communication. Furthermore, they now protect themselves from any type of software problem affecting their system VISUAL Support Pro will be there to help solve the problem immediately. As Pierre says, it gives them the ability to react.

VISUAL Control for Windows is a companion to VISUAL Support Pro. It provides a performance monitor for the AS/400 system, so Pierre and his team are always alerted to any potential performance problem before they become critical. By using a graphical user interface, VISUAL Control for Windows can present all vital performance parameters on one simple PC screen. Data such as CPU use, response times, page faults, the number of jobs running, jobs using most CPU and more, can all be inspected on the PC interface. By double clicking on any graph they can drill down to get more information. With VISUAL Control for Windows, the team at Chocolats Camille Bloch can check the status of their AS/400 instantly from any local or remote PC.

VISUAL Control for Windows will also allow Chocolats Camille Bloch to analyze the historic performance of their AS/400 using the complementary Graphical Analyzer. It is easy to analyze past resource use, and to predict tendencies for the future, so that they can anticipate future hardware needs, and identify performance problems.

For more information about **VISUAL Control for Windows**, **VISUAL Support Pro**, and other Tango/04 software, please contact us at [international@tango04.net](mailto:international@tango04.net) or visit [www.tango04.com](http://www.tango04.com).