



The IT-infrastructure is getting more complex all the time making it more and more difficult to manage Business Services

Tango/04 1-2-3 Monitoring Suite

...about the Company

Seur was founded in 1942 and became the first parcel delivery company in Spain. From the sixties onwards, Seur gradually grew into a nation wide company and in the early eighties achieved a foothold in Portugal, becoming the first Spanish company to do so. The merger with French Geopost made Seur Geopost into the company it is today: a leader on the Iberian Peninsula and an innovator with new products like Seur Frío (Cold), Seur Clínic Frío (Clinical Cold), Seur telefonía (Telephony) or Seur documentos (Documents).

Growing Pains

Due to a turnover growth averaging some 9% annually, Seur Geopost's IT-infrastructure became progressively complex and an increasing number of business processes started to depend heavily on applications that had to be 100% available, 100% of the time. Centralized monitoring of the infrastructure stopped being a nice-to-have and started to be an absolute necessity. Seur Geopost saw itself faced with worsening response times and a lack of alignment between the infrastructure and Business Services. Ricardo Martín, Systems Engineer at Seur Geopost:

"We had two options, to hire more personnel, or find a solution capable of helping us get over these growing pains. Our Service Levels were getting worse and it became increasingly harder to find the reason for IT incidents. As a result, critical services like deliveries and pick-ups were suffering. An incident could cost us a lot of money and reflect negatively on our reputation as Spain's leading Parcel Service Company. We needed to be more proactive and have a real-time overview of the status of our systems."

Looking for the perfect solution

It took about 3 months to look for and decide on a monitoring solution capable of meeting Seur Geopost's needs. A competition was held to find the best solution amongst the 'big four' framework solutions and some more specialised providers like Tango/04.

"The competition wasn't easy at all. We were looking for a complete and stable solution that would be easy to use for both the IT department as well as for Seur Geopost's management team. In the end we chose the Tango/04 1-2-3 Monitoring Suite, a choice seconded by our external IT consultant, also because implementation only took 45 days and 100% of our objectives were met."

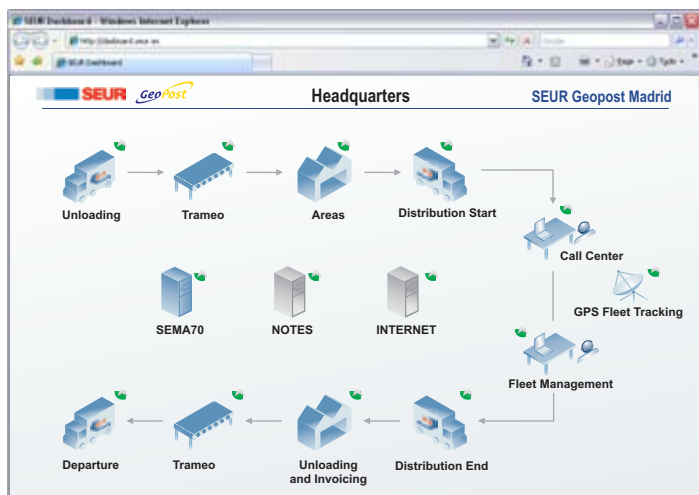
"100% of our Monitoring objectives were met"

Tango/04 and Seur Geopost's critical processes

Seur Geopost uses the Tango/04 1-2-3 Monitoring Suite to monitor its infrastructure, security provisions and applications. Business Services like the Call Center, customer services and tracking of shipments are constantly monitored, using real-time dashboards and service control points which are represented according to their economic impact.

In spite of its potency and extensive monitoring capabilities, using the Tango/04 1-2-3 Monitoring Suite has not presented Ricardo Martin with big problems.

"It is not only easy to use; it's also very easy to explain! When we hired a new technician a while ago Tango/04 sent us a consultant to train the new employee. Within no time he had not only learned the ropes of Tango/04; he is now one of our specialists in monitoring."



“Thanks to Tango/04 our growth is now sustainable”

Sustainable growth

The Tango/04 1-2-3 Monitoring Suite is the solution to monitor your (1) IT infrastructure (2) Security and Compliance and (3) Applications and Business Services. Initially Seur Geopost bought Tango/04 for its infrastructure and BSM monitoring capabilities, but since then it has also been implemented to help pass audits and manage security events.

Seur Geopost's growth is now no longer a threat to the business. *“Thanks to Tango/04 our growth is now sustainable, and “IT” is no longer our Achilles' heel. And thanks to Tango/04's ability to extend its solution into other monitoring areas means that the Tango/04 1-2-3 Monitoring Suite is growing with us.”*