

# Virtual-AppServerAdmin

International energy company uses Xtivia *Virtual-ASA* services to save money

**X TIVIA***class*  
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**A leading international energy customer uses Xtivia's *Virtual-Application Server Administration* services to optimize operations of its WebSphere infrastructure.**

## At A Glance

### Supported Software

- IBM Lotus Web Content Management (v5.1, v6.0)
- IBM WebSphere Portal (v5.1, v6.0)
- IBM WebSphere Application Server (v5.1, v6.0)
- IBM Lotus Quickr (v8.2)
- Oracle Database (9i, 10g)
- IBM Tivoli Directory Server (v5.2)
- IBM HTTP Server (v2.0)

### Xtivia Services

- Assistance with server administration, maintenance, troubleshooting, performance tuning, mentoring and consulting
- Migrations from v4.2 to v5.1 to v6.0
- Deployment of fixpacks and e-fixes
- Troubleshooting and performance tuning for portal, JVM, application server, process server, WCM, SAP connectivity and other components
- Consulting and mentoring around portlet, process and WCM development

## What is *Virtual-ASA*

*Virtual-ASA* offers Application Server Administration service for our customers including, monitoring, management, development, support and consulting for IBM WebSphere Portal, RedHat and JBoss.

## Benefits of *Virtual-ASA* for Application Server Administration

Our *Virtual-ASA* Service provides the following benefits for our clients

- 24x7 operational support
- Efficient server administration and maintenance
- Optimization of operations
- Consulting and training services
- Cost savings of 40-60%

## The Problem

This energy industry leader, with offices on four continents, needed to implement and support the geographically distributed IBM WebSphere clusters they use to host several public brochure sites, an intranet, an extranet and multiple operational applications and processes.

## The Solution

Through our *Virtual-ASA* services Xtivia provides broad 24x7 operational support, maintenance, tuning, troubleshooting, mentoring and consulting services. This support is delivered by our team of IBM certified architects, developers and system administrators. For more than seven years, we have helped this client realize optimal return on its investment in IBM WebSphere and Lotus products by maintaining required SLAs for uptime and performance.

With our *Virtual-ASA* services, we have supplemented the client's existing development and IT staff. We have also worked with the staff to improve their skills in architecting, developing, maintaining and administering applications, processes and content using IBM WebSphere Application Server, IBM WebSphere Portal Server, IBM WebSphere Process Server, IBM Lotus Workplace Web Content Management and IBM Lotus Quickr.

Through our *Virtual-ASA* monitoring services, we monitor key WebSphere metrics that allow proactive optimization of operations rather than simply reactive responses to service interruptions and issues. The *Virtual-ASA* client portal allows this customer to track these metrics and their trends while also reviewing the case history associated with the actions performed by the Xtivia support team.

## The Result

Xtivia's *Virtual-ASA* service team provides invaluable support to this client insuring maximum return on its software investment and optimum efficiency and uptime.

For more information on how Xtivia can help your organization, please contact an office near you or visit our web site, [www.virtual-appserveradmin.com](http://www.virtual-appserveradmin.com).

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