



## Magasin is at the forefront with CapMon

The monitoring of IT in six Magasin department stores requires the ability to perform specific customizations as well as a simple interface. Therefore, the choice fell on CapMon which is used by experts in the IT department and the night guards.

The possibility of continuous monitoring is crucial to the 12 employees working in Magasin's IT department, which operates six stores in Denmark. More than 1,100 employees serving annually more than 20 million customers, and everything from cash registers to ordering systems are dependent on a smooth operation of the IT systems, explains the IT administrator Peter Jørgensen:

- Basically, our primary task is to ensure that we can sell our goods to customers, and in a modern warehouse it is closely related to the IT operations. Therefore, we perform 24/7/365 monitoring by means of CapMon which is a very important tool for us, he says.

### No service window

Sound business sense and the ability to focus on the customer has been the principal values of the department store chain since the beginning - more than

140 years ago. Among other things, it means continuous development of interior design, extended opening hours and, not least, efficient planning of everything from personnel and logistics to purchasing and product range.

These are basic conditions which all make high demands on the IT system. It also means that there is actually no service window during work hours, as the cash registers in the six department stores only stand still on public holidays. Peter Jørgensen explains that early notice of any irregularities is, therefore, crucial.

- CapMon allows us to stay ahead in several areas. We monitor trends, for example, disk usage, so we are warned before things go wrong. We have the ability to access information from our mobile phone, and are thus updated constantly, he says, and further explains that

Magasin also has an external "Mobile device" on the CapMon server that can send an SMS in case the network goes down, and emails are not accessible.

### Targeted quality

Magasin has used CapMon since 2006, and if you ask someone in the IT department, located in the largest of the stores at Kgs. Nytorv in Copenhagen, there is no doubt: CapMon meets all demands.

- We use standard features combined with features that are specifically tailored to our needs, says IT administrator Jesper Olsen.

Peter Jørgensen supplements by underlining that the ability to adapt to clearly identified needs is an important argument for using CapMon:

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- CapMon delivers exactly what we need. No more no less, which from our point of view means that price, product, and quality match perfectly, he says.

### Ease of use

Both Peter Jørgensen and Jesper Olsen highlight ease of use as a major advantage.

- It was easy to build different areas with different rules and notifications. CapMon is easily managed by the employees in the IT department, and can also be used actively by the night guards, says Jesper Olsen.

Moreover, he mentions the fact that CapMon is a Danish company as an advantage.

- We have received extraordinary competent support the few times it has been necessary. Our dialogue is in Danish and has often resulted in additional good advice.



Jesper Olsen, It-administrator to the left og Peter Jørgensen, It-administrator to the right.

Magasin uses CapMon to monitor a wide range of devices and components - from servers and CPU load to video surveillance and humidity, and all IT employees use the system, explains Peter Jørgensen.

- The high expertise, simple interface and monitoring capabilities meet all our actual needs.

In short, we are at the forefront, he says, and takes a last look at the big screen on the wall where the 'Network-view' is continuously followed by the IT employees. Everything on the screen is - of course - green (Status OK).

## THREE BENEFITS

### Three benefits according to Jesper Olsen and Peter Jørgensen of Magasin

#### 1 Highly customizable

"Many monitoring solutions on the market have a huge range of functionalities with a level of detail that we basically do not need. CapMon provides a sensible and economic solution for good basic monitoring with many opportunities for continuous customization of the system to our current requirements."

#### 2 Alerting in good time

"With CapMon we have ability to continuously collecting statistics and viewing monitor trends. Thus we are warned in good time before something goes wrong."

#### 3 Simpel user interface

"CapMon's user interface is both attractive to experts and, at the same time, simple to use for everyone, and this is a huge advantage for us. It can be used by both the daily employees and our night guards."

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