

FORTRA®

CASE STUDY (HALCYON)

Halcyon Expands Monitoring Capabilities for a Growing HVAC Wholesaler

Business Background

For nearly two decades, a national HVAC/R wholesaler has happily relied on MessengerPlus IBM i monitoring software. MessengerPlus kept an ever-vigilant eye out for disk failures, QSYSOPR messages, job queue backlogs, and failed logins, and was used to monitor many devices in their remote facilities.

Over the years, MessengerPlus has proved to be a trustworthy investment for the company, who has also seen success with Fortra solutions used in other areas of IT, adding to the credibility of the entire Fortra software portfolio.

When Fortra announced an easy upgrade path from MessengerPlus to their Halcyon monitoring software for IBM i, the wholesaler's IT manager trusted that it was the right decision to upgrade to the expanded capabilities of Halcyon from MessengerPlus.

Upgrade Process

Despite the manager's busy travel schedule, he was able to complete the upgrade process— including installation, conversion, verification, and training—in just four hours. The experience was seamless using the Fortra conversion tool.

Throughout the migration process, knowledgeable Fortra staff were on hand to provide product training and additional support as needed, introducing the new abilities available in Halcyon and translating the features the two products share in common.

According to the IT manager, "The process went really well. Fortra's depth of knowledge and attention to detail was comforting during the switchover."



Business Impact

The first two weeks following the upgrade, the wholesaler ran MessengerPlus alongside Halcyon, receiving double notifications while the business opened a new facility and instilling trust that Halcyon would catch everything that MessengerPlus had and more.

Halcyon will help the manager's team be more proactive through increased granularity in monitoring parameters and a more sophisticated ability to respond to message halts. He also looks forward to saving his team time and adding value for other departments by expanding notifications to go directly to branch managers.

The company is happy that Halcyon offers both a green screen and a graphical interface, and they look forward to using the Enterprise Console mobile apps. Regardless of interface, the manager is confident that anyone could step in and pick up Halcyon without a problem.

"Like MessengerPlus has been for us, Halcyon is set it and forget it; it just runs in the background doing what it needs to do" said the IT manager. "It's the upgraded version of MessengerPlus, so switching was a no-brainer."

Contact Us to Get Started with Halcyon

Halcyon gives IT teams the expanded visibility, proactive monitoring, and ease of use they need to support IBM Power Systems with confidence. Contact us to see firsthand how its advanced capabilities can simplify operations, strengthen oversight, and deliver the same "set it and forget it" reliability this wholesaler now enjoys.

Contact us



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About Fortra

Fortra provides advanced offensive and defensive security solutions that deliver comprehensive protection across the cyber kill chain. With complete visibility across the attack chain, access to threat intelligence spanning the globe, and flexible solution delivery, Fortra customers can anticipate criminal behavior and strengthen their defenses in real time. Break the chain at fortra.com.