Client:

Deutsche
Rentenversicherung
Nord Ost West
Informationstechnik

Kategorie: IT control station, Critical infrastructures.

New monitoring quality in the IT control center for Deutsche Rentenversicherungen

JST control center concept: Optimized technical components and systems for the improved clarity of the individual applications will set new monitoring standards in the Hamburg IT control center of Deutsche Rentenversicherung Nord Ost West Informationstechnik GmbH.

Power fluctuations in North Frisia. Internet failure in Hannover. And in Erfurt the telephone system is not working. Typical requirements for the employees of NOW IT. Things get more dicey when there are problems with the core application "rvSystem". In the event of a failure, several thousand German citizens would have to wait for their applications for Deutsche Rentenversicherungen or rehabilitation measures to be processed. To prevent this scenario from occurring, the team at the IT control center in Hamburg relies on JST technology.

CRITIS classification requires optimized monitoring

It is not without reason that the company belongs to the so-called critical infrastructures (CI). These include

organizations and institutions with important significance for the state community. "During the critical infrastructures tests, it once again became clear how important consistent monitoring is," explains Stefan Lühmann, Head of the Competence Center Control Data Center at NOW IT. The IT specialist and his colleagues rely on hardware and software from Jungmann Systemtechnik for this task.

Objective: Improve clarity

"We intend to create better technical possibilities to bring together the various monitoring tasks and at the same time improve clarity," says Stefan Lühmann. A new large screen wall with four 24/7 displays, which are characterized by ultra-narrow frames, provides the basis for this.
The monitor wall is controlled by the JST MultiConsoling®, a technology that allows any applications to be variably connected to any connected workstation at lightning speed.

Convenient: Access directly from the workplace

The greatest benefit in the eyes of the project manager: Not only the employees in the IT control center can open the desired tools with a key combination, but also the colleagues in the neighboring offices have direct access to all applications from their workstations. Stefan Lühmann: "We have thus not only achieved maximum flexibility with maximum comfort for our colleagues, we are also faster in operation and can perform our monitoring tasks even better".

"Intervene before anything happens"

The team is supported by the JST monitoring software PixelDetetction® that controls all applications in the background based on individually defined reference values and proactively notifies the employees of Deutsche Rentenversicherung Nord Ost West Informationstechnik GmbH of any deviations. "If, for example, the power supply is fluctuating somewhere, a message is automatically displayed in yellow or red color to indicate the event. We can react and intervene immediately and before anything really happens," explains Stefan Lühmann.

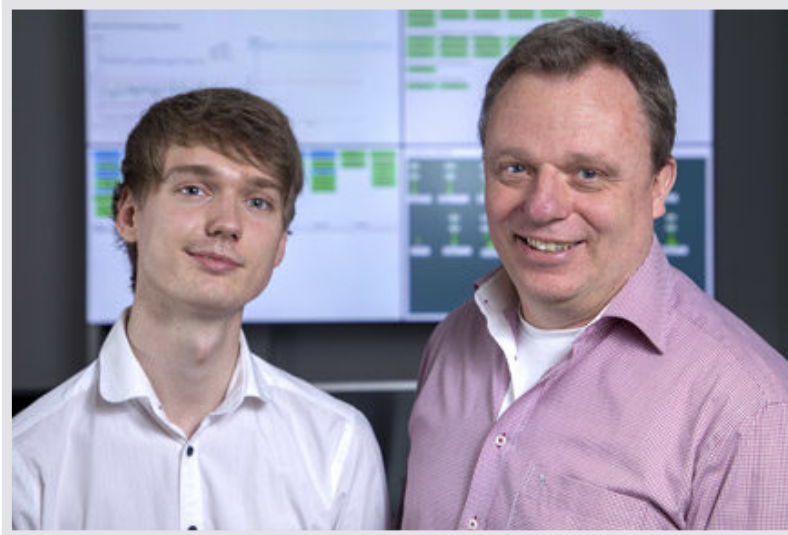## New technology interesting for young IT professionals

The Hamburg-based Manager of the Competence Center Control Data Center states yet another advantage that was obtained by the step to the new technical level in the IT control center: "The attractiveness of the workplace has increased considerably and is a qualitative gain".
The new modern working world and the use of the innovative JST technology is a critical factor for younger IT specialists in particular when deciding on a job.

Initial experiences give cause for a positive balance

Stefan Lühmann comes to the following conclusion after the upgrade of the IT control center in the

Hanseatic city: "We are faster to operate, better to monitor, and it is easier for individual employees to deal with possible problem situations". His conclusion regarding the <u>Service Level Agreements</u> reached with the Jungmann specialists on reaction and recovery times is also positive: "The system has now been in operation for a year, and it all runs smoothly, no complications."

> **"The attractiveness of the workplace has increased significantly and is a qualitative asset."**

Stefan Lühmann (right) and Niklas Bleeck

Manager Competence Center Control Data Center and his control center colleague

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The components used in this project:

DisplayWall with special S-PVA panels for reliable 24/7 operation - optional with proactive alarm function

MultiConsoling® **System** – complete control room system for workplace, monitor wall and other systems

https://www.jungmann.de/

![JST JUNGMANN Systemtechnik logo]

myGUI® user interface - in the intuitive 3D design of your control room for maximum user comfort

Controller control room chair - optimized for 24-hour use

PixelDetection® – proactive alarm software to shorten response times

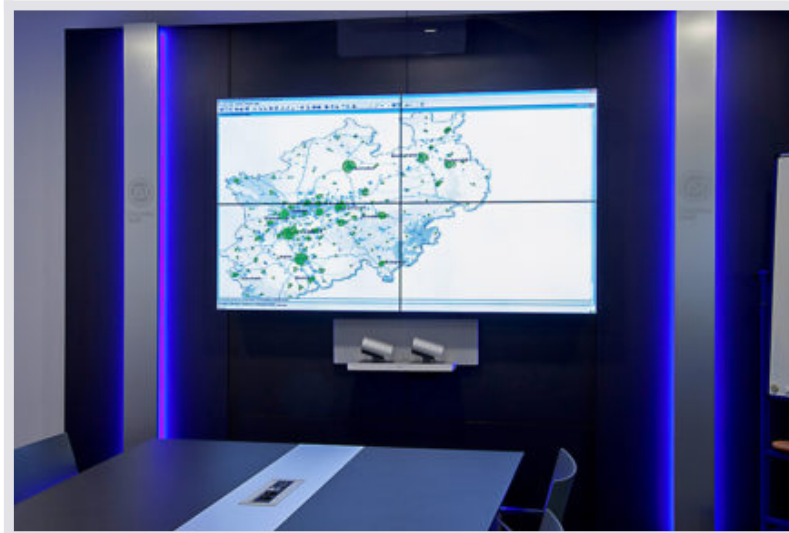**JST CockpitView®** – dashboard function to compile the most important systems on one monitor

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