

# Performance Guard™

## DONG Energy secures Vista performance

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### DONG Energy secures Vista performance with Performance Guard

One of Europe's leading energy groups – DONG Energy - has successfully pioneered the implementation of Windows Vista on a large scale across Europe. The integration between what Forrester Research called the 3rd generation of management solutions, CapaSystems' Performance Guard™, and Vista has proven to be a tight fit.

#### Real-time data on IT performance

Jørgen Fangel, Manager of the Department of Application Maintenance at DONG Energy Power, is confident about why Performance Guard™ has been vital in establishing a smooth and secure IT-infrastructure:

"In rolling out the software platform to approximately 6,500 computers, it was top of mind to be at the forefront of technology. The Performance Guard agent in Vista has provided us with a problem-free platform and hands-on access to all our internal customers. It gives us a solid overview and a crystal clear picture of upcoming IT-issues with regard to performance and response time before a problem arises and a tool to quickly determine the root cause of a problem when it does occur."

#### The key to success is end-user focus

Performance Guard™ delivers performance monitoring and documentation as well as real-time capacity planning across servers, networks and end-user devices. And staying abreast of performance, with an end-user perspective, is the key to success, according to Jørgen Fangel:

"In monitoring and troubleshooting performance with Performance Guard™ on every individual computer and server, our IT-maintenance department gets critical performance information for

monitoring effective real-time data in the IT-processes and applications."

#### Great expertise and ROI

The market leader in Systems Management with an end-user perspective, CapaSystems, is currently offering its 5th release of Performance Guard™ as customized "Software as a Service". For DONG Energy, the outsourcing of the monitoring reports to CapaSystems on a monthly basis has proven to be a satisfactory concept.

"The monthly reports have provided a great outlook on the yielding capacity of the infrastructure from CapaSystems' experts. This performance information allows us to focus on delivering proactive service even before problems occur. In outsourcing this expertise we get a high ROI with sound utilization of our resources as well as our infrastructure," says Jørgen Fangel.

#### Leading energy group

DONG Energy A/S is a holding company incorporated in Denmark, and one of Northern Europe's leading energy groups with a business based on procuring, producing, distributing, trading, and selling energy and related products in Northern Europe. DONG Energy was formed in 2005 by six Danish power companies, and as a new organization it is in need of secure procedures to maintain an overview of its IT-infrastructure.

DONG Energy A/S employs over 5,000 people; revenue totaled EURO 5.6 billion in 2007, approx. USD 8.3 billion. Profit in the same year was EURO 0.44 billion.

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