

## The Irish Revenue Commissioners

### The Challenge

The client was in the process of deploying a new online customs and excise service that demanded true 24x7 operation of their computer systems. The Irish Revenue selected Opsview to provide monitoring of this critical application.

### Our Approach

A heavy emphasis was placed on monitoring the Revenue's custom developed application software. This ran on a combination of Sun hardware, BEA Weblogic enterprise Java platform and an Ingres relational database. Analysis software was developed to process the large volumes of runtime data generated by the system – allowing problems to be identified before they affect system users.

### Solution

A successful pilot was completed in January 2007 and live roll-out completed during May 2007. Installation of Opsview in their disaster recovery site was performed in parallel to the live system. Future project phases will see Opsview deployed across remaining parts of the enterprise.

### Results

An estimated saving of €350,000 was made in software licensing costs by choosing Opsview over a proprietary alternative that was being considered. The Open Source nature of Opsview allowed necessary customisations to be made quickly and cost effectively. Opsera provide ongoing technical support to ensure The Irish Revenue continue to derive full value from their Opsview system.



### Our Client

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The Irish Revenue Commissioners is the organisation responsible for Tax and Customs collection in The Republic of Ireland