

**...about the Company**

Nissan Motor Iberica is part of the Nissan Group and is responsible for the manufacturing of Nissan's 4x4s, commercial vehicles, MPVs, passenger cars, and diesel engines for the European market. Currently, there are three manufacturing plants in Spain. One is dedicated to automotive assembly, located in Barcelona, another for the manufacturing of automotive parts for cars in Spain, also in Barcelona, and finally a plant for the manufacturing of engines, located in Madrid.



Nissan Motor Iberica (NIMSA) has three iSeries running in production, one in each plant, and two for testing. They have over 150 iSeries users, including an IT Staff of six people that manage the system and develop new applications. They have been running VISUAL Message Center, on all three production machines for over three years with great success. It continues to be used for monitoring both batch and interactive message queues, with a focus on the critical applications of the supply chain.

***“If we don't receive an alert, the results can be hours of downtime and costs. VISUAL Message Center makes us more productive - it's fantastic!”***

However, last year they encountered a problem. Francisco del Rio, chief analyst of Nissan Motor Iberica's Madrid plant said, “We did not have a way to monitor queues during out of office hours. We approached Tango/04 to see if they had a solution. We were already actively using VISUAL Message Center, but I needed to be alerted about anything that

**The Problem**

No notification on critical process issues during out of office hours

**The Solution**

Tango/04's VISUAL Message Center

happened when I was outside the office.” Nissan has a host of critical processes that need to be monitored constantly, and their production facilities cannot afford a slow down of any sort. Tango/04 suggested incorporating Notifier, an SMS alerting system whereby messages from iSeries and Windows machines that appear on the VISUAL Message Center Console can even be forwarded by SMS message or email to the appropriate IT staff. They can reply to these messages directly from their mobile phone or email. Furthermore, escalation lists can be programmed to guarantee that no message goes unnoticed.

***“Our production lines could experience a slowdown or potentially be halted if we didn't receive an alert regarding our stock levels. VISUAL Message Center eradicates that possibility”.***

“For instance, if a communication line breaks, VISUAL Message Center tries to reestablish it. If it cannot fix it within x number of attempts, it sends me an SMS message to my mobile phone. I connect to the system from home, and fix the problem remotely. It's fantastic!”

Notifier has made critical processes far easier to control. “Before having Notifier, we would arrive at work in the morning, and find that overnight procedures had failed. This would be catastrophic as some of these files needed to be sent to the central office in Barcelona. Restarting the whole procedure would waste incredible amounts of critical time. Moreover, with Notifier and VISUAL Message Center, we are informed by SMS when overnight procedures have been finished correctly, and

that the files have been sent to headquarters. That way, we can rest easy!”

That's not all though. Notifier and VISUAL Message Center not only help with critical IT processes, but also business processes.” Francisco said, “At the end of each shift, our production iSeries makes a list of all automotive part stocks which are reaching minimum levels. Before using Notifier we could have found ourselves in a situation where this list was not sent to the head office, and consequently have to slow down or even stop production because of a lack of parts. VISUAL Message Center and Notifier completely eradicate this possibility, because I am potentially warned by SMS of any issue in stock levels before it is too late.”

Justifying the purchase of Notifier does not always have much to do with the complexity of processes, but rather their criticalness. “I do not have a large amount of

alarms/actions programmed within VISUAL Message Center and Notifier. They may not be many, but if one of these messages does not get to the appropriate IT staff the results can be hours of downtime and costs. This does not only effect the IT department, but the entire production line as well. VISUAL Message Center and Notifier have helped us run our critical processes with much more ease, efficiency, and productivity.”

#### **About VISUAL Message Center**

VISUAL Message Center is a comprehensive multi-platform solution that channels system messages to an easy to use console, where you can group messages according to business policies or technical parameters and access them from interactive geographical overviews of your entire organization.

#### **About Notifier**

Two-way real-time messaging is vital for any high availability environment. Notifier uses SMS and email messaging to any mobile device to ensure that systems are constantly monitored . Any message or event received by VISUAL Message Center can be broadcast to one or multiple mobile devices and can be replied remotely from the remote device. Escalation lists let you adapt message distribution to your organization.

