



Investing in a Performance Navigator® Environment

RMI makes an investment in Performance Navigator

In early 2006, RMI's iSeries team was looking for a culture change. That is, with two very large LPAR's footprints, RMI needed a better way to manage their iSeries infrastructure. In early 2006, RMI not only purchased MPG's Performance Navigator, but the customer shortly thereafter scheduled a Performance Navigator Advanced class. Like many other organizations, RMI simply wanted to ensure their iSeries team could hit the ground running by learning all facets of the product. What happened next surprised MPG's Director of Education, Doug Mewmaw.

RMI's senior management joins the class and never leaves!

As someone that teaches Performance Navigator to customers all over the world, I can attest that class participants are usually, help desk associates, troubleshooters, system administrators, and iSeries managers. It is not uncommon during these engagements to have a member of senior management stop by and introduce themselves. However, this class was little different when Bill Hoskins, Sr. VP of Operations attended the entire class! It was his goal to ensure his team had the necessary tools to manage RMI's complex iSeries environment. Mr. Hoskins not only attended the class but participated in all the class hands on labs. Just like his team, he was in the trenches learning all the facets of Performance Navigator.

Some kind words...

On the last day of class, Mr. Hoskins pulled me off the side during a break and said the following very kind words,

"I have spent a lot of IT money over the years...but investing in Performance Navigator & the associated Performance Navigator education was the best IT money I have ever spent".

Obviously we were very flattered by the response. More importantly, the positive feedback proves we are hitting the mark with Performance Navigator and our education philosophy.

