



NETWORKS



TIBCO Upgrade Project Status

Thursday 1st September, 2016

Hypercare Status – 1st September

- Market Message Processing (up to 3am on 1st September)

Market Message Statistics	Current Total
SAP IS-U	
ROI	
Total Sent from SAP IS-U	1,629,777 *
Total Received by SAP IS-U	175,784
NI	
Total Sent from SAP IS-U	483,532
Total Received by SAP IS-U	58,117
HUB	
ROI	
Total Completed	1,561,548*
Total Sent from Suppliers	175,581
NI	
Total Completed	483,282
Total Sent from Suppliers	58,118
Total Messages Processed ROI	1,737,399
Total Messages Processed NI	541,400
Total Messages Processed	2,278,799

- Issue overnight on ROI SAP PI
- This issue was resolved and all messages have been processed

- **One Supplier in Jeopardy since our call on Tuesday**
- **We are not aware of any Planned Outages by Suppliers and would ask Suppliers to please notify Capita in advance if they plan to have an outage.**
- **Supplier Offline – How does Supplier know?**
 - Proposal is to include email alert to Supplier from the Central HUB when their EMMA goes into Jeopardy.
 - Feedback

Hypercare

- **Daily monitoring of systems and market message processing will continue to be ongoing**
- **We will continue to be in contact with Suppliers who have experienced a bad heartbeat to allow Suppliers to investigate**

Reminders

- **Daily 602 reconciliation should be completed by Suppliers**
- **Have all Suppliers accessed the new version of the Operations manual. It is available on the TUP webpage**

<https://rmdservice.com/tup-hypercare/>