ConicIT: Next-Generation z/OS Service Management

With its comprehensive understanding of normal system behavior, ConicIT automates the process of predicting system and application performance and peaks in CPU-demand. ConicIT recognizes anomalies immediately, pinpoints the root causes of performance issues, and saves diagnostic data. ConicIT's workload predictions lower software costs with cost-aware SLA management. ConicIT accurately measures application performance for baselines and impact analysis.

Overview

Mainframes are the most stable IT environment in existence today. The problem is that management takes that stability for granted, and now wants it at reduced cost. Add to that the dwindling number of mainframe IT skills in the marketplace, and it is clear that there is a need for innovation in mainframe service-management technology.

ConicIT provides just that. It has developed products based on its patent-pending technology that are both easy to use and integrate easily with existing monitoring tools. ConicIT provides innovative mainframe service-management solutions that enable:

First Fault Problem Resolution – Even in the best-managed mainframe facilities, production problems happen. When they do, they need to be fixed quickly and correctly. ConicIT is the only tool that enables IT staff to find and repair mainframe problems the first time they happen, drastically lowering mean time to repair by ensuring the root cause is found and fixed right the first time.

Lower SLA Costs – You can't manage unless you can measure. Usage-based pricing models (e.g. sub-capacity pricing) mean that to understand your costs you need to understand the relationship between usage, performance, and peak CPU demand in real-time. ConicIT is the only tool that provides the necessary real-time measures, enabling cost-aware SLA service management for mainframes.

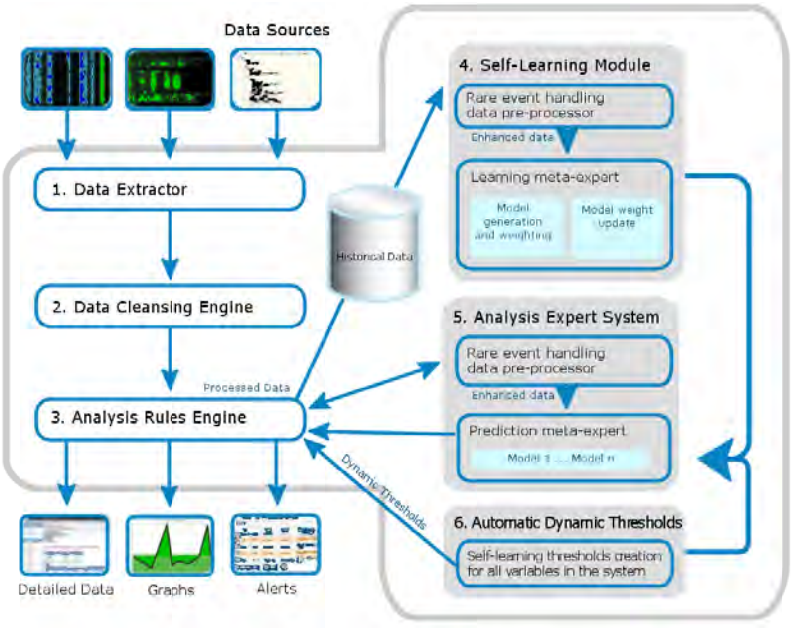
Service Impact Baselines – ConicIT provides a detailed baseline of current mainframe application performance for benchmarking. Mainframe production applications constantly change (due to, e.g., application upgrades, mainframe consolidation, migration). Unbiased, measurement-based, application-performance baselines provide insight into the impacts of changes. That lets you minimize the impact on end-users.

ConicIT's Technology

ConicIT's patent-pending prediction technology is the basis for all its solutions. ConicIT is a Linux-based product that operates outside transaction paths and constantly analyzes mainframe system and application performance using information provided by existing monitors. With mathematical models and self-learning algorithms, ConicIT tracks critical resource behavior patterns, discovers anomalies, and predicts future performance.

ConicIT directs the process of gathering information from existing system monitors 24/7. Think of it as a smart robot, constantly monitoring systems and making sure existing monitors catch any anomaly while it occurs. A learning engine constantly analyzes the information and responds to discrepancies by collecting all the relevant data and alerting system personnel as necessary. All captured data is recorded for later data mining and statistical analysis.

ConicIT records events as they occur, pointing to a problem's root cause and enabling IT staff to prevent recurrence. The learning engine continuously adapts to each system's unique characteristics, honing its ability to predict when the next event will take place.



Fast Root-Cause Analysis

When a mainframe problem occurs - instead of scrambling lots of people to reproduce the problem and patch the symptoms - let a few experts use ConicIT to fix the root cause THE FIRST TIME IT OCCURS!

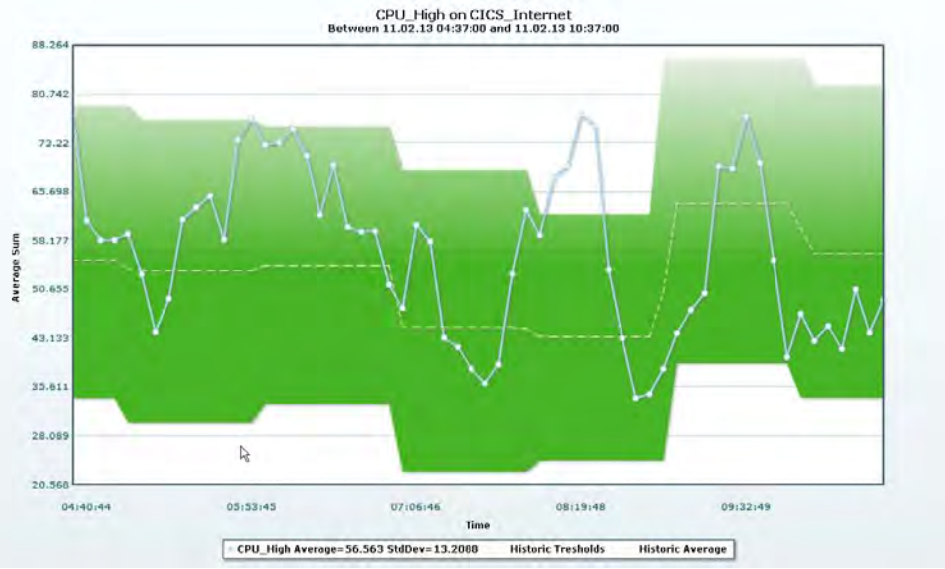
ConicIT recognizes brewing trouble and preserves the data necessary for repair. ConicIT alerts IT staff and captures the relevant system data - providing IT staff with a detailed view of system status before and during the problem's occurrence. This enables staff to solve a problem the first time it occurs – providing a dramatic reduction in mean time to repair for transaction slowdowns and performance degradation. By ensuring the actual cause of the problem is fixed (not the symptoms), ConicIT also increases mean time between failures.

Lower SLA Cost

Mainframe costs are rising, and the current economic environment means increased scrutiny of the spending needed to maintain mainframe SLAs. The increasing use of dynamic pricing models makes it difficult to plan (or even understand) the exact costs associated with maintaining a mainframe SLA. For example, a spike in usage can generate extraordinary monthly charges, while underutilization of a Sysplex can cancel any Sysplex-related savings. This tension has created the need for real-time cost-aware service monitoring tools – tools that can factor dynamic cost models into the management environment.

ConicIT is the first tool to introduce real-time, cost-aware, SLA management to the mainframe. ConicIT aggregates data from all relevant LPARs simultaneously, providing a holistic view of the application environment and a dynamic view of each LPAR in relation to the entire machine.

Data aggregation, together with ConicIT's predictive capabilities, enables cost-aware SLA management. ConicIT provides much needed clarity into how expected computing peaks will affect sub-capacity and other usage-based pricing models. ConicIT predicts usage patterns and enables a proactive approach to managing capacity-related costs.



Service Impact Baselines

As any good manager can attest, the first step in any project is creating accurate baselines for key indicators. A baseline enables measuring progress based on data, not anecdotes. Creating an accurate picture of existing mainframe application performance is critical for managing any changes to a mainframe application environment (e.g. application upgrades, mainframe consolidation, migration, modernization). Without an accurate performance baseline there is no way to measure whether application service levels are affected by the modernization.

ConicIT uses your existing monitors to capture and aggregate key performance indicators (KPIs), which describe existing application behavior. The KPIs generate profiles defining expected application behavior and automatically learn a baseline of application performance, including variations for special circumstances (e.g. holidays, ends of months). These baselines provide the insight needed to understand post-migration application performance, providing a data-driven approach to assessing the state of migrated applications.

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Summary

ConicIT's patent-pending predictive technology is unique in the mainframe environment. This innovative technology provides the next generation of mainframe service management, providing quick ROI through SLA cost optimization, on-going value through first fault problem resolution, and future benefits by service-impact baselining. Getting started is easy, and the cost is reasonable.