

Case Study: Large Commercial Bank

product:	ConicIT suite
customer:	Large commercial bank
process started:	January 2010
purchasing unit:	Technical support department
user:	IT operations – support group
implemented:	Service management o improvement
review:	March 2011

General

- ◆ The bank has two data centers, one for production and the other for hot backup. Each center contains two Mainframes.
- ◆ The bank's IT management treats the CICS environment as an integrated part of each banking product and service.
- ◆ The CICS is managed and operated by the IT technical support department, which is responsible for on-line services for all units at the bank, including:
 - o Branches
 - o Internet
 - o Subsidiaries
 - o External users

Post-ConicIT Implementation

- ◆ ConicIT changed the way IT deals with abnormal behavior and problems.
- ◆ With ConicIT there is no more data without analysis. Not only does ConicIT provide alerts and information, but it gives users the correct guidance as well.
- ◆ ConicIT has improved service management and its key performance indicators (KPIs).
- ◆ Knowledge and control is transferred to IT operations.
- ◆ Start-up was fast. No systems integration was involved.
- ◆ ConicIT provided rapid ROI.
- ◆ ConicIT customized to the customer's specific requirements.

Current Status

- ◆ ConicIT is in production.
- ◆ Current daily alerts: 5-12. Meaningful alerts: 99%
- ◆ More than 10 serious issues in less than a year have been prevented from becoming major problems.
- ◆ CICS's SLA on target.
- ◆ Finds many applications with abnormal behavior
- ◆ New deployments:
 - ISV DBMS
 - Storage

Challenges the Customer Faced

- ◆ Set the CICS service level higher than 99.9%
- ◆ Provide the required SLA under any circumstances.
- ◆ Decrease production incidents in applications.
- ◆ Consolidate various performance monitors to provide enhanced root-cause analysis.
- ◆ Provide accurate performance status to operations.
- ◆ From a system management perspective: Close the gap between the open systems environment and the mainframe. Help the business to understand end-to-end transaction monitoring.

Before ConicIT Implementation

- ◆ Users called to complain about service availability. IT prayed that the call did not come from the CEO.
- ◆ When a complaint came in:
 - Each team allocated a person to verify if it they owned the problem.
 - 15-20 people were usually involved in this process.
 - During the problem period, all other tasks were suspended.
- ◆ The bank used several products and tools to identify possible problems, but it still suffered down-time:
 - Diagnostic data was gathered from various sources during the night and processed.
 - Results reflected the previous day only.

- The tools provided data, but no real-time analysis
- They had to review hundreds of variable in order to understand whether there was a problem

With ConicIT

- ◆ In real-time, only exceptions covered and analysis provided:
 - Receive alerts only when abnormal behavior occurs.
 - Employ a root cause analysis engine.
 - Understands the source of events at a glance:
 - An application-driven problem
 - A problem due to a lack of resources
 - A user-provoked unusual transaction rate
 - Let support act immediately to:
 - Talk with the application specialist.
 - Direct the issue to the appropriate team in the systems group.
 - Decide to meet the SLA or decrease other tasks under SLA.
- ◆ No Surprises
 - ConicIT displays trends and alerts the bank to exceptions in real-time.
 - The IT staff knows about problems before users do.
 - When users call they find that IT is already on the case.
 - IT gains trust and credibility.

Why ConicIT

- ◆ No more searching for data in performance monitors.
- ◆ Fact-based alerts indicate abnormal behavior and possible problems.
- ◆ Transfers knowledge and responsibility to IT management and staff.
- ◆ Complies with the bank's strategy.

Improves operations

- Maintains SLA
- Shortens MTTR
- Lengthens MTBF

- Allows for verification and fine tuning of new versions and performance issues in production, reducing the use of unnecessary MIPS

Reduces costs

- Shortens time to identify problems.
- The right specialist deals with the problem.
- Fixes problems the first time they occur.
- Provides baseline comparison of changes.
- Pinpoints deficiencies in new software versions.

Innovation

- Relies on existing performance tools in the bank
- Has expert systems that accumulate data on problem diagnostics
- Self-adjusts to new situations

Rapid Implementation

- Non-intrusive
- No installation on mainframe
- Self-learning
- No internal resources required for implementation
- Tailored for specific customer requirements

ROI Indicators and Variables

- ◆ Improved service quality.
- ◆ Saving experts' time; only the unit that owns the problem fixes it.
- ◆ Maintains SLA and prioritizes tasks.
- ◆ Saves MIPS by finding applications with runtime defects that use more resources than needed.