

## ConicIT: The next generation in z/OS Service Management

*With its comprehensive understanding of normal system behavior, ConicIT automates the process of identifying and predicting system and application performance problems by recognizing anomalies, while saving all necessary diagnostic data in real-time as the problem occurs.*

With a mainframe at the heart of your organization, you can't afford performance problems. Even worse, when problems do happen, it often gets everyone's attention. That can be costly and time consuming.

That's where ConicIT comes in. With ConicIT from SDS you can quickly pinpoint mainframe problems, identify the person responsible for solving them, and provide that person with all of the information they need to do so.

That saves time, duplicate effort, and money, while ensuring that the right person with the right expertise can fix the root cause the first time it happens.

How much money can it save? By cutting mean time to resolution (MTTR) one ConicIT user saved \$225,000 in revenue per year, and two to three times that amount in customer satisfaction and reduced staff time.

Even better, ConicIT keeps your IBM mainframe service level agreements with business units under control, so your MSUs (million service units) aren't exceeded.

ConicIT's non-intrusive, agent-less architecture analyzes and correlates data from various sources—including existing management and monitoring tools—providing an integrated view of the entire application or system. And ConicIT's patent-pending mathematical models identify the behavioral patterns of critical logical and physical computing resources, and how they work together over time, to establish a baseline of normal behavior.

In fact, ConicIT's rules engine can detect abnormal behavior and provide alerts in real time, quickly identifying issues that may lead to application failures, service degradation, and other problems, while saving all of the relevant diagnostic data to support faster, better problem resolution.

And instead of many people working long hours to duplicate and patch systems, only the appropriate experts are prompted to fix the root cause correctly, the first time.

*With ConicIT and SDS you are adding a software tool that functions as a 24/7/365 expert user of your existing z/OS infrastructure, using artificial intelligence to help you solve mainframe problems before they become costly business problems.*

### Why choose ConicIT for z/OS?

- There's no need for mainframe installation because ConicIT is Linux-based software that resides outside the mainframe
- No customization is required thanks to ConicIT's self-learning expert system
- Your investment is minimized because ConicIT relies on your existing monitors and tools
- Integration time and effort is eliminated because monitoring systems just see ConicIT as another user or LU
- Extra payments for software (MLC, On-Demand) are reduced with the cost-effective optimized operations that ConicIT delivers
- Real time capacity forecasts and near-future planning is simplified
- Transactional capacity risk alerts and resolution recommendations are automated
- Works with existing mainframe monitors and monitor infrastructures (IBM Omegamon™, ASG TMON™, CA Sysview™, BMC Mainview™, TSO and RMF)
- Delivers expert systems and artificial intelligence that learns from performance monitors
- Saves all diagnostic data; performs detailed data analysis that detects anomalies, predicts abnormal behavior and failures, and supports faster, better decisions
- Pinpoints the root problem and sends diagnostic data to the appropriate expert for resolution
- Reduces MTTR while increasing mean time between failures (MTBF) by fixing problems the first time they happen
- Helps keep business unit SLAs on target



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