

ConicIT: Large commercial bank

Case study
March 2011



Contents

- 3** **General**
- 3** **Post-ConicIT implementation**
- 3** **Current status**
- 4** **Challenges the customer faced**
- 4** **Before ConicIT implementation**
- 4** **With ConicIT**
- 5** **Why ConicIT**
- 6** **ROI indicators and variables**
- 7** **About SDS**

ConicIT

Case study: Large commercial bank

Product	ConicIT
Customer	Large commercial bank
Process started	January 2010
Purchasing unit	Technical support department
User	IT operations – support group
Implemented	Service management 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:
 - Branches
 - Internet
 - Subsidiaries
 - 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 and 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 whether they owned the problem.



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.

In real time, ConicIT sends alerts only when abnormal behavior occurs, helps understand the source of events at a glance, employs root-cause analysis engine and prompts support to act immediately.

- 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 variables 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.
- Understand 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 operation

- 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.

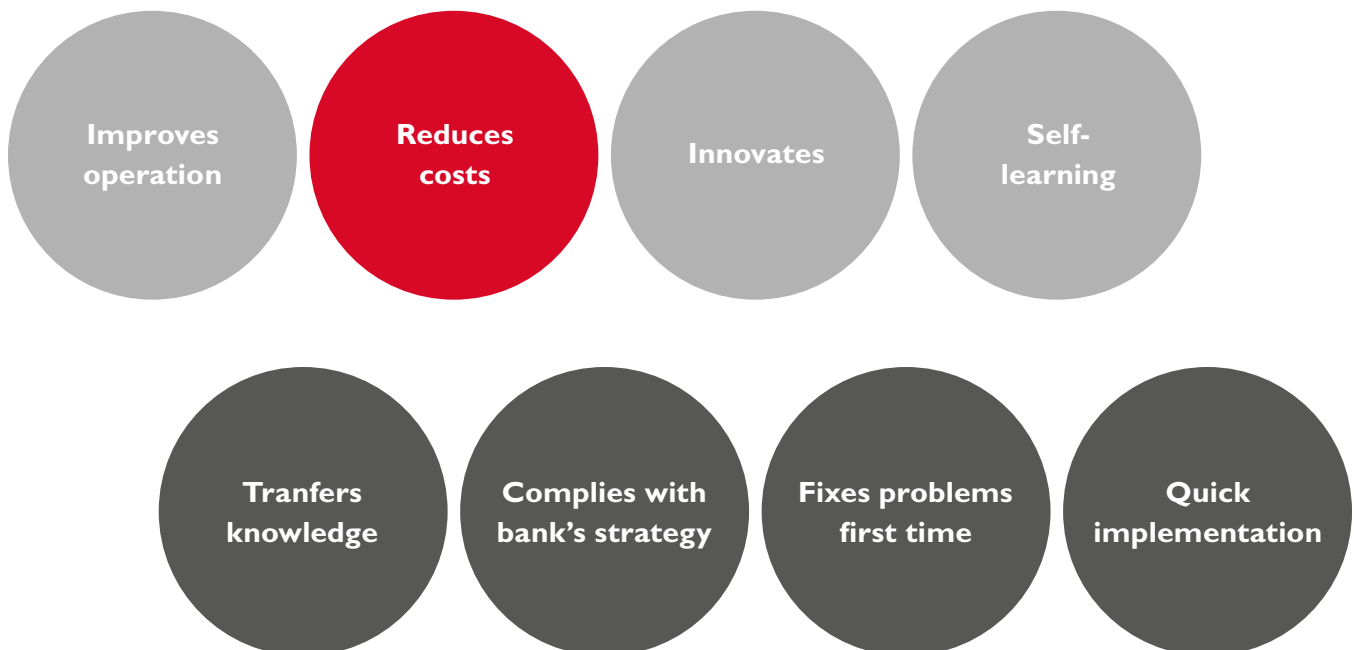


Diagram: ConicIT: Benefits at a glance



ConicIT has improved service management and its key performance indicators (KPIs)

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.

About SDS

Founded in 1982, Software Diversified Services (SDS) supports over 20 z/OS, MVS, VSE, and VM mainframe systems products for more than 1,000 enterprises worldwide. SDS was rated number one in technical support by the prestigious IBEX Bulletin, is an HP Alliance ONE partner, an IBM Partner in Development, an Advanced member of IBM Partner World®, and a member of the Destination z community.

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