



## **BMC MainView automation reduces Insurance Company's data center risk, complexity and costs!**



Digital business drives consumer demand for applications able to provide personalized services delivered anytime and any-where with lightning fast response. Consumers are using these applications in new and expanding ways - checking status of a claim or payment, comparing prices, making a purchase, and receiving alerts and notifications. Business users contribute to a vast increase in data and transaction volumes, relying on always available high-performing systems and applications to meet customer expectations for instant information.

Most Property and Casualty Insurance (PCI) companies' data repositories reside on a mainframe. IT staff are constantly developing and deploying new mainframe based client services in addition to updating existing services in response to evolving customer demands and expectations. Meanwhile, users expect 24/7 access to personal policy, payment and claims data from any of their personal devices.

As a result, mainframe operations and management staff struggle to cope with larger more complex workloads, escalating volumes of data, and unpredictable transaction patterns. IT must manage these increasing demands while being pressed to reduce costs and improve staff productivity. Inefficient, non-integrated, manual management tools inhibit progress toward achieving these objectives. Additional problems result from growth-driven acquisitions whose data centers operate as silos with different management solutions using customized processes and numerous consoles.

That was the situation facing a successful, growing US-based property and casualty insurance company. BMC's MainView family helped their System Administrator to resolve these as well as a number of other problems. Here's what he told us during our recent interview.

### **Operationally siloed Data Centers problems**

The mainframe is the backbone of this PCI because it holds all of their customer data. Three 1400-1600 MIP datacenters are **geographically dispersed**. Seven (7) mainframes constitute the production environment. Each maintains a number of production LPARs with specific LPARs for

#### **Mainframe Data Center challenges:**

- *Speed problem resolution to reduce customer impact*
- *40 consoles - 3 million messages a month – too many to handle*
- *Unique incompatible, unintegrated processes & automation*
- *No integrated single point of control to manage the entire mainframe environment*



Disaster Recovery & Test. Each operates with separate consoles, some **forty (40) in all. Each system processes three (3) million messages per month.**

Each data center had **different management procedures and rules**. Each had unique documentation, site specific automation, separate consoles as well as unique rules and procedures for handling problems. This **slowed problem resolution and response times**. It also made it difficult to develop and deliver the innovative, personalized services customers expected. Meanwhile, workloads, criticality of providing 24/7 service, and the need for robust disaster recovery were increasing even in the face of cost controls. Finally, it was clear that secure remote access was needed to support an **integrated, single control point to manage the entire mainframe environment**. With some MainView knowledge and experience, the PCI turned to BMC to resolve key problems.

## **BMC MainView provides the solutions**

### ***Speed problem resolution, preventing/minimizing customer impact through standard, consistent automation***

Standardizing automated process handling and console operations across the data centers enabled distributed IT staffs to function as integrated teams. It assured consistent, fast response to MainView alarms, events, alerts, interventions, etc. Eliminating error-prone manual response and data center unique automations, reduced reaction times and errors. Console automation allows any data center to provide back-up support to any other data center. Managed support smoothly 'rolls across' time zones supporting 24/7 operations. Simplified, automated rule creation eliminated errors introduced with manual processes.

Using **MainView AutoOPERATOR for z/OS** for overall automation and a cross-system view of mainframe operations meant that problems were detected and resolved faster without interrupting services. Staff have more time to focus on atypical problems, as well as on other important tasks such as creating new services. Staff have a view of what works and what doesn't, have information to revise and improve scripts, processes, etc. for effectiveness.

### ***Improve staff productivity and reduce errors - eliminating 700K unnecessary messages***

Staff are more productive as a result of automated, integrated operations, and consistent processes. Automatic classification by severity, suppresses irrelevant messages. This eliminated 700,000 messages, freed staff time, and improved response to critical messages. With time and better data, a System Administrator analyzes data by type, number, LPAR, status, response, disposition, etc. thus



speeding problem identification and reducing MTTR. Executive reports provide insight into data center operations resulting in more effective management.

Extended data collection in **MainView AutoOPERATOR for z/OS** and **MainView Console Automation for zEnterprise**® enabled creation of reports to guide and focus efforts to improve operations, add or revise automation rules, identify opportunities to increase uptime, etc. Staff productivity and effectiveness improved which allowed them to better satisfy escalating customer expectations for new services.

### ***Improve cross-center availability via a single, integrated point of control across all Mainframe environments***

A consistent view across the entire mainframe environment with any-to-any from/to access among Hardware Management Consoles (HMC) allows local and remote staff to collaborate. A System Administrator can initiate IPL or add/reduce capacity without physical access to a remote console. Staff can reliably back each other up as needed. Operational tasks are done reliably with fewer errors allowing simplified, reliable cross-data center execution of operational tasks, backup, and disaster recovery.

**MainView SecureHMC** assures reliable two-way access for monitoring, messages, events, etc. across all data centers. The graphical interface simplifies command definition and execution. **MainView Console Automation for zEnterprise**® provides consistent, automated management from a single console view that applies across the entire mainframe environment.

### **Comments and Advice from the System Admin**

Without added staff, the number of services has expanded and requests for new services are on the rise. Overall, mainframe operations have become simpler, easier, and faster, directly contributing to more productive and responsive service delivery to customers.

The installation and implementation of MainView products went smoothly. BMC staff was extremely helpful, providing detailed descriptions and support during the entire (relatively short) process. Post-implementation support by BMC has been exceptional and highly responsive. The System Admin recommended some product changes and additions. He was pleasantly surprised when his recommendations quickly appeared in interim or major releases.

### **Let's summarize**

We've documented that by turning to BMC's MainView Automation solution, this insurance company was able to satisfy increasing service demands without adding



to either its staff or infrastructure. They were able to reduce costs while improving the performance and efficiency of both staff and infrastructure.

By implementing remote management, they set up reliable backup and recovery among their data centers. A graphical console makes problem analysis easier while also reducing Mean-Time-to-Resolution which lessens risk even as transaction loads increase.

MV data files now allow results summaries that guide analysis, provide feedback, improve management, and increase efficiency at lower costs. Finally, the staffs are now operating as an integrated team; supporting each other and developing services to benefit existing customers and facilitate the acquisition of new ones.

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Our clients include both industry leaders and dynamic newcomers. We help IT organizations understand and prioritize their needs within the context of present and near-future IT trends, enabling them to use IT technology effectively in solving business problems. We help technology vendors refine their strategies, and provide them with both market insight and deliverables that communicate the business values of their products and services. We provide all clients with an understanding of how their competitors are playing in their market space, and deliver actionable recommendations.

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