



BITMARCK TECHNIK GMBH

» Best Practice Mainframe Healthcare Management at
BITMARCK TECHNIK GMBH

BEFORE

- » Disparate, fragmented IMS toolset
- » Concerns surrounding IMS scalability
- » Requirement to ensure insurance policies, claims information, and other data associated with customers' policies is continually available
- » Reorganization at risk because of insufficient time over the weekend
- » Uncertainty surrounding performance of reorganizations

AFTER

- » Standardized on an integrated array of best-practice IMS solutions from BMC Software
- » Supreme confidence that insurance policies, claims information, and other data associated with customers' policies is continually available
- » Avoided an outage that could potentially have cost the company €606,000
- » Reduced CPU costs by avoiding unnecessary maintenance
- » Eliminated downtime for BITMARCK's performance-related reorganizations

BITMARCK®

BITMARCK TECHNIK GMBH

GEOGRAPHY

Germany

INDUSTRY

Health Insurance

SOLUTIONS

Mainframe Automation:

BMC DELTA PLUS for DBCTL

BMC Log Analyzer for IMS

BMC MAXM Reorg/Online for IMS

BITMARCK TECHNIK GMBH is a leading IT services provider specialized in outsourcing and portal solutions within the health insurance sector. BITMARCK manages the technical infrastructure on behalf of numerous German health insurance providers. Each of these providers operates within the remit established by the GKV-Spitzenverband—the National Association of Statutory Health Insurance Funds—which sets the general conditions for competition among the country's health insurance providers.

BITMARCK's largest customer is DAK (Deutsche Angestellten-Krankenkasse), the country's second-largest health insurance society with 6.5 million insured customers. BITMARCK provides business services to DAK and other customers via a large-scale technology infrastructure; at the heart of which are two IBM z10 model 2097-705s, each with five CPUs (3,950 MIPS). Each of the IBM z10 models has a special IFL and zIIP processor at each location. The environment also includes an integrated coupling facility, 128GB of storage, multiple LPARs per model, and different sysplexes for test, integration, and production. There is full IMS and DB2 data sharing in place.

The company and the former DAK IT together have been a BMC customer for the last 13 years, initially deploying tools to support IMS data and systems. Gradually, over the years, BITMARCK has introduced an increasing array of IMS solutions from BMC to maintain and protect data, optimize the performance and availability of its critical applications, ensure data integrity—and manage costs. Sven Ruhnke, IT manager

for the zSeries and databases at BITMARCK, explains why BMC has become the mainframe automation solution of choice. “The main reason for standardizing on BMC Software is the quality of their solutions. They’re stable, fast, and easy to use,” he says. “The support we receive from the BMC professionals is also first class.”

‘COMPARED WITH THE IMS TOOLS FROM IBM, THE BMC SOLUTIONS ARE UNBEATABLE’

The BMC mainframe management solutions rate favorably against similar ones from IBM, according to Ruhnke. “Compared with the IMS tools from IBM, the BMC solutions are unbeatable’. Generally, the JCL is easier to use and more intuitive. For example, the BMC IMS tools have significantly less JCL and parameters to invoke compared with IBM.”

Among those critical applications which Ruhnke and his team support is the very important one “DAKIDIS”. If the IMS databases that support these application were disorganized or damaged, performance and availability would suffer—and that means customer service would be impacted. If the DAKIDIS application is unavailable for whatever reason, then insurance policies, claims information, and other data associated with customers’ policies would cease to be available—with almost unimaginable consequences.

The data in IMS has been migrated to IMS High Availability Large Database (HALDB), allowing the databases to scale to multiple terabytes. In this environment, BMC MAXM Reorg/Online for IMS is used to eliminate downtime for BITMARCK’s performance-related reorganizations and dramatically reduces downtime for the HALDB databases. A complete reorganization with the BMC solution requires only a minimal outage—usually less than one minute. “If there is no time for normal reorg, we use the Online/Defrag feature. This reorganizes just the portion of the database that is causing performance problems, with no outage and significantly fewer CPU resources than a complete database reorganization,” explains Thomas Trautmann, Database Administrator, BITMARCK. “The utility can be restarted from the last run, so over the week the

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database is organized and the performance is excellent.”

INCREASING AVAILABILITY AND REDUCING ERRORS

Another useful BMC solution paving the way for best practice mainframe service management at BITMARCK is BMC DELTA PLUS for DBCTL, which reduces the need for IMS system generations (IMSGENS). Because these IMSGENs often require an outage, the solution increases availability and reduces errors that might arise from manually generating IMS systems. It also helps the BITMARCK team reduce the time and effort required to implement routine definition changes to the IMS platform. BMC DELTA PLUS for DBCTL enables BITMARCK to quickly accommodate changing business needs by making it possible to dynamically install (without an IMSGEN) IMS control blocks to define programs and databases, to stop and start control blocks in groups.

BMC Log Analyzer for IMS, which is currently in test at BITMARCK, makes it easy for the team to diagnose problems, such as transaction failures and delays, using information from the IMS logs. It correlates raw and hard-to-read data from the log records that are relevant to the problem into an easily digestible application flow. “BMC Log Analyzer for IMS helps find deadlock situations very quickly in production and their root cause. It is also a very good tool to proactively find problems in new applications before they reach production,” says Trautmann.

So much for best-practice mainframe automation. What difference are these integrated IMS solutions making to the business? Above all, BMC is helping to mitigate risk by ensuring that changes are made with integrity and improving availability by completing maintenance with minimal or no outages. BMC solutions help reduce CPU costs by avoiding unnecessary maintenance. On one occasion, BMC helped BITMARCK overcome what might otherwise have been a serious outage situation with severe penalties for not meeting service level agreements. A corrupt database which would have caused an outage for eight hours would have resulted in a penalty of more than €606,000.

OPTIMIZING AVAILABILITY AND PERFORMANCE

Risk management aside, the extensive functionality and intelligent automation is optimizing availability and performance. For example, the largest HALDB database—one of the 17 in production—has 80 partitions and three index databases with 1,202,398,408 segments. An unload can be completed in 3.11 hours and a reload in 2.30 hours. Similarly, the index can be built in only 11.07 hours and the backups require 1.52 hours. Without BMC, it would take days to complete these tasks! It’s easy for the team to maintain HALDBs with the mainframe automation toolset.

So where would BITMARCK be without BMC Software solutions? “We could not afford to manage our IMS databases without BMC reorgs and the Online Defrag functionality. There would be significantly more demand on our maintenance windows—and that’s something we just can’t afford,” says Ruhnke. “You can sum up the BMC solutions in three words—functionality, quality, and speed.”

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ABOUT BITMARCK TECHNIK GMBH

BITMARCK TECHNIK GMBH—a subsidiary of BITMARCK Holdings GMBH—is responsible for the technical infrastructure on behalf of numerous German health insurance providers. The company is a leading IT services provider specialized in outsourcing and portal solutions within the health insurance sector. The company has 250 highly qualified employees.

BUSINESS RUNS ON IT. IT RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC provides a comprehensive and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended September 30, 2009, BMC revenue was approximately \$1.88 billion.

