

Control-M Workload Automation

Accelerate the delivery of digital services
with workload management



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Executive Summary

Achieving quick time to value is complicated by an increase in the number and types of computing platforms employed, along with the many ERP and custom applications running on them, creating major integration issues. What's more, the nature of "batch" production itself has changed from predominantly date-and-time based to far more event-and-transaction driven, a transition that also requires integration and management. As a result, outdated scheduling solutions drive up software and human resource costs, and add delays in deploying new applications. They also increase the risk of

service disruptions and delay recovery times. Finally, they inhibit the changes to the IT infrastructure that promote growth.

Control-M integrates the management of critical workload processes from a single point of control. With cross-application and cross-platform scheduling capabilities, this powerful workload automation solution accelerates delivery of digital services and increases the quality of service delivered to your customers.

Business services rely on timely, efficient, cost-effective, and error-free batch processing that is able to meet both the changing demands of the business and changes in technology. As the rate of change has accelerated due to the impact of social, mobility, cloud technology, and big data, IT organizations are more pressured than ever to deliver new applications and digital services to enable their companies to exploit the new technologies.

With Control-M, you:

- Gain a faster, cheaper way to manage workload with a unique architecture that supports growth and provides unmatched integration
- Reduce the number of failure points and delays caused by manual processes with a single, unified scheduling interface—regardless of platform
- Eliminate your reliance on multiple toolsets and staff resources with automated scheduling processes that help you manage priorities according to business needs
- Accelerate delivery of digital services by connecting Applications Development and IT Operations using a collaborative web application

By replacing your current scheduling solution(s) with the industry-leading Control-M, you will:

- Reduce costs – Lower total cost of IT and business operations
- Reduce risk – Minimize risk due to errors and delays
- Increase business agility and service quality – Reduce time to deliver quality services and products
- Migrate with confidence – Minimize the risks and costs of implementation



FASTER AND CHEAPER DYNAMIC WORKLOAD MANAGEMENT

Today's batch environments rely on integrating several tools, various computing resources, and IT staff. Managing that integration is expensive and risky because of manual processes and the many "moving parts."

Control-M has a unique architecture that provides cross-platform dependencies, a common view across all platforms, and an all-encompassing GUI that delivers a single consistent way to automate the scheduled workload throughout the enterprise. This approach reduces training and provides end-to-end visibility, thus increasing operators' span of control and enabling them to manage any workload throughout the enterprise without requiring environment-specific expertise. Adding new environments into the Control-M configuration becomes straightforward with negligible impact on staff.

Control-M is a workload automation solution that automates batch services from a single point of control, accelerating delivery of digital services and increasing quality of service.

MINIMIZE RISK OF DISRUPTION

The lack of scheduling process standardization and automation, as well as budget and personnel constraints, has introduced delays in deploying new applications into the production environment and caused an increase in the outages and incidents that impact the business.

The Control-M advantage:

- Gain a faster, cheaper way to manage workload with a unique architecture that supports growth and provides unmatched integration
- Reduce the number of failure points and delays caused by manual processes with a single, unified scheduling interface—regardless of platform
- Eliminate your reliance on multiple toolsets and staff resources with automated scheduling processes that help you manage priorities according to business needs
- Enable application developers and other non-IT users to easily build application workflows
- Ensure all workflows adhere to site standards, eliminating failures caused by non-standard job definitions
- Easily access historical output and logs to reduce mean time to repair (MTTR) and make audits a breeze

Automation reduces outages caused by human error

Control-M increases automation and reduces manual intervention with extensive job analysis and post-processing facilities. Workload administrators can define job-completion scenarios that instruct Control-M to automatically orchestrate recovery actions when such scenarios occur.

Data movement protocols, FTP and SFTP, have become an integral part of workload automation. However, most implementations of these facilities are intended for interactive use and when injected into an automated environment, exhibit erratic behavior that may result in data-quality issues. Control-M integrates and automates FTP and SFTP operations that provide:

- Authoritative and reliable data transfer status
- Secure management of ID/password credential
- Time-saving operation by using recovery from point of failure
- Intuitive specifications that simplify job construction

Early warning provides maximum time for recovery/repair

Control-M defines service levels for batch business services, constantly monitors progress against these service levels, and detects potential delays at the earliest possible moment. Action is triggered by any job failure or delay that might cause a service level breach. This predictive analysis provides IT with the greatest amount of time to recover from the problematic event and to ensure that a technical problem doesn't become a business problem.

Historical outout for operational insights

Control-M includes a data archiving solution that quickly delivers historical output and logs for problem analysis directly from familiar Control-M interfaces. This capability also enables organizations to easily satisfy audit requirements needed to meet governance and compliance policies.

A simple graphical administrative interface makes it fast and easy to establish and automate policies for retaining specific types of data for the required retention periods.

With the ability to quickly search and analyze archived data, application developers and IT operations staff work together to detect and address application problems, ensuring the highest quality of business services are always delivered.

INCREASE SERVICE QUALITY AND BUSINESS AGILITY

Batch processing manages over 50 percent of all work performed by a company's IT organization. Improvement in the quality of batch services is reflected in the overall performance of the IT organization. Control-M makes it easier to deploy new or enhanced applications in the batch environment, allowing new services to be delivered to the business more quickly.

Manage batch services, not just individual jobs

Control-M manages batch services that implement or support business services rather than just individual technical workload objects. Control-M elevates workload management from a job-oriented process to an activity based on business priority and relevance.

- Each batch service is assigned a service level.
- All jobs that comprise a batch service are automatically discovered and updated in real time.
- An expected batch service completion time is continually calculated, using periodic statistics, and is constantly compared to the assigned service level.
- As soon as a potential service delay is recognized, whether caused by job failure or delay, email notification or the automatic creation of a service desk incident is performed at the earliest possible moment.
- Notification informs the organization of the potential business impact rather than providing only technical information that may be recognized by only a small portion of IT staff.

Quickly deliver new digital services

Deploying new batch services has always been difficult because communications between Applications Development and IT has used unstructured documents, email, or forms and manual processes. This has resulted in confusion, a high rate of errors, poor service quality, and delays.

Control-M automates and simplifies application workflow creation, accelerating the delivery of business services. Control-M Workload Change Manager enables application developers to easily collaborate with IT operations to develop and deliver workflows that comply with corporate standards—resulting in faster application implementation, improved service, and reduced cost.

Ensuring maximum value:

A large retailer in the United States has saved 15 to 20 percent of the workday that production control and IT operations staff spent on audit-related activities. They now:

- Generate audit reports automatically with no manual involvement.
- Create audit reports that provide data in the format that matches the way auditors expect to consume the information
- Easily connect workload changes to change requests that affect multiple systems

A managed billing service provider is now able to process unpredictable invoicing volume with a hardware configuration that is dynamically optimized through workload policies.

- Invoices are prioritized in accordance with client profiles
- Policies enable an elastic infrastructure by optimizing physical, virtual, and cloud resources

EMPOWER BUSINESS USERS WITH SELF SERVICE

Control-M Self Service delivers workload automation services to business users. It provides the core functions required by business users through a service view that can be accessed via a web browser or an iOS or Android mobile app. This service view delivers the insight users need without overwhelming them with technical details and functionality outside the scope of their interest. Information is presented using business-oriented terminology that is intuitive and relevant to these users.

Dynamic Infrastructure

Cloud computing and hardware virtualization have become commonplace because of the flexibility and cost reductions they can deliver. Control-M is bringing these benefits to workload automation by enabling you to dynamically flex the workload automation environment. This approach enables you to keep infrastructure costs to a minimum and scale up dynamically when additional resources are required to meet SLA requirements or to handle unexpected work volume.

Control-M delivers dynamic workload management that combines:

- Ability to dynamically add or remove virtualized or cloud-based resources to accommodate current workload volume
- Workload policies that dynamically align execution of workloads to meet the priorities of the business
- Agentless scheduling that facilitates dynamic deployment of servers that previously did not participate in the workload “domain”
- Workload definitions with embedded scripts and JCL so that jobs are able to execute on a broad range of servers, obviating the need to worry about access to the control language
- Dynamic node-groups that enable workload to execute on either physical or virtual servers that are not usually defined to Control-M

Migrate with confidence

Over 2,800 organizations have implemented Control-M, and the vast majority of them migrated from another scheduling solution. Each organization had its own unique environment and requirements that had to be considered in the conversion and migration process.

Control-M helps you mitigate both the cost and potential risk of migrating from your current schedulers by:

- Providing an architecture that allows Control-M to coexist with other schedulers, freeing you to use the most convenient migration plan
- Offering automated conversion tools that have been proven in varied environments to achieve a migration that fits each customer’s project objectives
- Leveraging the experience gained from more than 30 years of migrating from other scheduling solutions (We have converted millions of jobs at 1,500+ companies from other schedulers to Control-M.)
- Leveraging BMC Certified Service Providers – a team of experienced consultants who design and implement highly effective solutions

Ensure consistent service availability

Control-M helps companies effectively manage their workload automation environment while meeting their compliance and regulatory requirements by:

- Integrating change management process and reporting for workloads
- Providing scenario based-rollback for quick and accurate data recovery
- Forecasting the impact of workload changes on SLAs



FOR MORE INFORMATION

To learn more, please visit bmc.com/control-m

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82 percent of the Fortune 500.



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