



SIA-SSB

» Financial systems technology provider optimizes availability and resources of critical DB2 card processing systems with BMC Software

BEFORE

- » Time required to collect statistics using previous utility: six hours
- » Amount of time required for reorganizations using previous utility: six hours
- » DB2 system availability compromised due to application timeouts
- » Slow application response time
- » Slow DB2 data loads
- » CPU consumption during reorg process using previous utility: 2,200 minutes

AFTER

- » Time required to collect statistics using BMC DASD MANAGER PLUS for DB2 utility: two hours (a 70% decrease)
- » Amount of time required for reorgs using BMC REORG PLUS for DB2: 1½ hours (a 75% decrease)
- » Elimination of application timeouts led to significant increase in DB2 availability
- » Fast application response time
- » Fast data loads - with availability, integrity, and flexibility
- » CPU consumption during reorg process using BMC utility: 400 minutes



GEOGRAPHY

Italy

INDUSTRY

Information Technology

SOLUTIONS

BMC Database Performance for DB2, including:

BMC DASD MANAGER PLUS for DB2

BMC REORG PLUS for DB2

BMC SNAPSHOT UPGRADE FEATURE for DB2

BMC Database Administration for DB2, including:

BMC CATALOG MANAGER for DB2

BMC CHANGE MANAGER for DB2

BMC COPY PLUS for DB2

BMC LOADPLUS for DB2

BMC UNLOAD PLUS for DB2

When a company is managing 6.4 billion payment and card transactions every year on behalf of 60 million cardholders, its DB2® environment needs to be in peak condition. That's exactly what SIA-SSB, the technology provider at the service of the international financial system, is achieving with BMC Software. A comprehensive deployment of the BMC Database Performance for DB2 suite of solutions enables the company to periodically reorganize DB2 data and move large volumes of data between environments more quickly and effectively than with the existing utilities. For example, the elapsed time of reorganization maintenance process has been reduced by 70 percent. It all adds up to improved maintenance, faster access to data, and even higher levels of data availability.

SIA-SSB is a European leader in Information and Communication Technology (ICT), providing services and solutions to the international financial community in the areas of debit and credit card processing, payments systems, capital markets and network services for connectivity and messaging. Created following the merger between SIA (Società Interbancaria per l'Automazione) and SSB (Società per i Servizi Bancari) in 2007, SIA-SSB Group employs more than 1,800 staff with operations in 27 countries and has subsidiaries in Belgium, Hungary, and South Africa.

SIA-SSB's Payment Card Business Unit is a powerhouse in the company, orchestrating the processing of debit and credit cards on behalf of leading commercial banks in 11 European countries. That involves up to 60 million cardholders, more than one million merchants, and as many as 3.7 billion payment transactions every year. In this sensitive, large-scale online and batch processing environment, high availability, optimal performance, and data integrity are mandatory.

REORGANIZING AND MIGRATING CRITICAL DB2 DATA

SIA-SSB uses a customized enterprise resource planning tool. The maintenance of this ERP presents SIA-SSB's database administration team with some formidable challenges. They need to periodically reorganize the data and move large volumes of ERP data volumes between environments and other SIA-SSB operating subsidiaries. And they need to achieve all of this within tight maintenance windows (usually limited to a Sunday morning), with minimal resource consumption, to meet stringent service level agreements.

Until recently, the SIA-SSB DB2 database administration team was using other utilities to help re-organize database objects based on custom thresholds. Angelo Gaspani, architecture and data administration manager at SIA-SSB, explains the nature of the availability problem. "We need to manage this sort of maintenance within pre-defined time-out windows and if we step outside these windows we risk compromising the all-important availability," he says. "The root cause of SIA-SSB's concerns surrounded the reorganization of the DB2 authorization tables, which was undertaken using another utility. This caused timeouts to the business application, while other change management activities undertaken with the utilities—such as data unloading/loading—also consumed a disproportionate amount of CPU time."

SIA-SSB was already a satisfied BMC Software customer, having previously implemented CHANGE MANAGER for DB2 to manage structural changes across its DB2 subsystems. "We had a strong relationship with BMC Software, but the work they did with their BMC Database Administration and Database Performance for DB2 solutions moved them up the ladder to become a strategic partner, equipped to solve SIA-SSB's most challenging DB2 issues and ensure peak performance and availability," says Gaspani.

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ANGELO GASPANI
ARCHITECTURE AND DATA ADMINISTRATION MANAGER

BMC SOFTWARE TRANSFORMED THE DB2 REORGANIZATION PROCESS

BMC Software consultants and the SIA-SSB technical team worked closely together to deploy the umbrella BMC Database Administration for DB2 and BMC Database Performance for DB2 solutions and resolve the pain. Together, they changed the database reorganization process, adding intelligent automation with BMC DASD MANAGER PLUS for DB2. This automated the process of collecting the statistics needed to perform DB2 functions such as resizing space allocations, generating and executing utilities, and maintaining object definitions to ensure peak performance. BMC REORG PLUS for DB2 introduced a fast, efficient means of reorganizing the

SIA-SSB DB2 databases. Scalable for large amounts of data, the solution is helping to increase card processing performance and reduce costs.

SIA-SSB is using BMC LOADPLUS for DB2 to support the implementation of the key features of any load utility: speed, availability, integrity, and flexibility. The solution provides multitasking and parallel processing, online features, a comprehensive set of data conversions, and the option to replace the need for pre- and post-processing. BMC UNLOAD PLUS for DB2 is used to unload the DB2 data, convert the DB2 data to different formats, extract various subsets of DB2 data, and enable Gaspani and the team to move DB2 data among their systems.

Last year, the new process was launched in the production environment—and four months later, Gaspani and his team compared the situation before and after the introduction of the BMC Database Administration for DB2 and BMC Database Performance for DB2 solutions:

- BMC DASD MANAGER PLUS for DB2 decreased the time required to collect statistics by 70 percent (from six hours to two hours)—and provided a 70 percent reduction in the equivalent CPU time required by the other utility.
- BMC REORG PLUS for DB2 decreased in the elapsed time by 75 percent (from six hours to 1½ hours) and decreased CPU time 80 percent for reorganizations. Moreover, the monthly total CPU consumption of all the ERP reorganization jobs fell from 2,200 minutes using the previous utility to 400 using the BMC data and indexes reorganization utility.
- Significantly increased DB2 system availability by eliminating application timeouts
- Gave the SIA-SSB team more flexibility to reorganize more frequently and increase the application response time
- BMC UNLOAD PLUS for DB2 and BMC LOADPLUS for DB2 dramatically reduced the time needed to migrate data between systems and between other divisions within the SIA-SSB group companies.

“BMC Software has made a tremendous difference to our DB2 maintenance. Whenever we’re confronted with a problem such as performance degradation, inconsistent data, or a change of storage device, the BMC Database Administration for DB2 and BMC Database Performance for DB2 solutions tackle the problem quickly and effectively. At the same time, it’s helping SIA-SSB to reduce CPU consumption in the production environment. The net result of this is that our customers are benefiting from optimized card processing availability, performance, and data integrity.”

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CUSTOMERS ASK FOR BMC SOLUTION TO BE USED AGAIN

The BMC solutions also supported large-scale data movements both within and beyond the ERP platform. For example, it only took two hours to migrate one banking customer’s data to a new operating subsidiary using BMC UNLOADPLUS for DB2 and BMC LOADPLUS for DB2—and it only required 15 minutes for the authorization tables. The project was so successful, the customer asked SIA-SSB to use the BMC utility in all their future migration activities. Using the same BMC utilities, SIA-SSB migrated data from the production to the quality and assurance environment 70 percent more quickly than it would have taken using the previous utility.

“BMC Software has made a tremendous difference to our DB2 maintenance,” says Gaspani. “Whenever we’re confronted with a problem such as performance degradation, inconsistent data, or a change of storage device, the BMC Database Administration for DB2 and BMC Database Performance for DB2 solutions tackle the problem quickly and effectively. At the same time, it’s helping SIA-SSB to reduce CPU consumption in the production environment. The net result of this is that our customers are benefiting from optimized card processing availability, performance, and data integrity.”

ABOUT SIA-SSB

SIA-SSB, European leader in Information & Communication Technology, provides services and solutions to the international financial community in the areas of credit and debit card processing, payment systems, capital markets and network services for connectivity and messaging. Created from the merger between SIA (Società Interbancaria per l'Automazione) and SSB (Società per i Servizi Bancari), SIA-SSB Group currently operates in 27 countries and has subsidiaries in Belgium, Hungary and South Africa. With 6.4 billion transactions annually – relating to cards, collections and payments – over 60 million cards managed and 73 million deals processed on financial markets, SIA-SSB carries more than 10 thousand billion bytes of data on the network. SIA-SSB Group is made up of seven companies: the parent company SIA-SSB, the Italian subsidiaries Kedrios (back-office and reporting services), RA Computer (solutions and applications for banks, businesses and P.A.) and TSP (systems and services for companies and P.A.), SiNSYS (card processing) in Belgium, Perago (infrastructures for central banks) in Switzerland and South Africa and GBC (card processing and ATM/POS terminal management) in Hungary.

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 mainframe and distributed environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended Dec. 31, 2008, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.

