Large Insurance Company Automates Mainframe Management with MainView

“...the benefit is the stability, consistency, and auditability that MainView Console Management provides to our operations.”

Senior IT Architect  |  Large Insurance Company

Current Situation

The company’s sophisticated IT infrastructure supports large volumes of work where the mainframe serves as the system of record for dozens of multi-tiered applications. This mainframe infrastructure supports critical applications such as quote generation for insurance, financial applications, claims processing, sales support, and data warehousing.

Business Challenges

Over 12 years ago, the company went through a period of several mergers and acquisitions. One of the acquisitions required the need for automation to quickly train operators for the growing and diverse environment. They needed a way to remotely connect all operators, both existing and new, to all data centers so they could train people in real-time and also provide operational coverage. They also needed to accelerate their operational convergence for that environment as a result of many mergers.

Efficiencies

in operations support

67% reduction in required staff

Quicker IPLs

and less human error
**BMC Solution and Use Case**

**MainView Console Management for zEnterprise**

In order to keep pace with the growing business challenges, the company chose BMC’s MainView Console Management for zEnterprise solution to consolidate, streamline, and automate mainframe operations management.

The IT organization currently manages eight mainframes and 30 logical partitions (LPARs) across three domestic data centers that are located throughout the country. Operations staff monitors all mainframes, their LPARS, plus the hardware management console (HMC)—all on one screen, using MainView Console Management.

**Business Impact and Outcomes**

Since adopting this automated approach to mainframe management, the IT team has been able to ensure greater stability, consistency, and auditability in their operations. Standardization of operational management has allowed a 67% reduction in required staffing and improved process auditability. MainView Console Management has allowed the organization to improve agility in the operational management of all mainframe environments from any data center location.

MainView Console Management’s ability to handle compressed maintenance windows and its one-click scripted automation have made initial program loads (IPLs) much more secure, which has also allowed the IT staff to get business systems back up and available for customers much faster and without error. Another key benefit has been message suppression. IBM z/OS can generate millions of lines of messages in a couple of seconds, and most of those messages are not needed and distracting. MainView’s suppression capability is highly effective for the company and a key function of the product.

**Learn more:**

🌐 Visit the MainView Console Management for zEnterprise web page.