



# GAVI

» GAVI saves \$133,000 by standardizing on unified BMC mainframe and distributed systems monitoring solution

## BEFORE

- » Disparate mixture of mainframe and distributed monitoring tools
- » Performance reports and predictive planning based on technology silo
- » Limited and fragmented support for capacity management processes and predicting requirements
- » Cost to deploy separate SAS monitoring tools in distributed environment: \$133,000
- » Spiraling costs of running IT

## AFTER

- » Single, unified monitoring toolset across mainframe and distributed
- » Performance reports and predictive planning based on business applications
- » Seamless support for capacity management processes and predicting future requirements
- » Cost to deploy monitoring tool in distributed environment: zero
- » Reduced cost of running IT

## GAVI

### GEOGRAPHY

Germany

### INDUSTRY

IT Services

### SOLUTIONS

BMC Performance Assurance for Virtual Servers

BMC Capacity Management for Mainframes

BMC MAINVIEW for Linux – Servers

BMC Performance Analysis for Servers

BMC Performance Predictor for Servers

GAVI (GaVi Gesellschaft für angewandte Versicherungs-Informatik mbH) is a leading German IT services provider. The company specializes in providing technology solutions to the insurance sector — optimizing support for their business processes through the management of cost-effective IT infrastructures. Headquartered in Mannheim, Germany, GAVI has 490 staff, and revenues of \$250 million.

GAVI has a broad scope of operations. Altogether, the company supports 30,000 workstations, 2,200 servers, and 30,000 e-mail accounts on behalf of the insurance clients. However, these figures are dwarfed by the size and scale of GAVI's mainframe infrastructure. In the Münster data center alone, up to 1,200 MIPS are now being processed — and owing to the growth of the infrastructure, the number of users, and the sheer demand for information processing, this is expected to rise to 3,000 MIPS by the end of the year. A data center in Munich adds an additional 12,000 MIPS.

Until recently, GAVI was using a mixture of different tools for performance management and capacity planning on these z/OS host systems. There was a long and successful history in using BMC Capacity Management for Mainframes in the Münster data center, whereas the other sites relied on SAS and CA tools for performance management and capacity planning in the z/OS host systems. The Munich data center, for example, was using SAS in its mainframe environment, but there were no monitoring tools to support the recently introduced z/VM, z/Linux, or other Windows- and Unix-based platforms GAVI was using.

Alfred Everwin, IT manager, GAVI, explains why this assortment of different monitoring solutions needed to be streamlined. “Taking all our sites into account, we will shortly be managing up to 15,000 MIPS across all of the data centers — in both the mainframe and distributed environments,” he says. “It was apparent that it would be more cost effective to rationalize the monitoring toolset down to one flexible solution that could manage all of the environments. It would boost our productivity, reduce our total cost of ownership, and help deliver a more responsive service to our insurance customers.”

### REPORTS AND PLANNING — FOR THE MAINFRAME AND DISTRIBUTED ENVIRONMENTS

Once this path had been decided upon, BMC Software was a front runner for the chosen monitoring solution. “We needed to be able to send performance reports and predictive planning to our customers, based on business applications instead of by technology silo. We also need to predict the future service levels for mainframe and distributed applications and the utilization levels of the hardware resources that support them. In our opinion, BMC Software would help us achieve these goals — regardless of whether it is for the mainframe or the distributed environment. We don’t need a farm of tools to do it.”

GAVI has deployed a comprehensive portfolio of monitoring solutions, including BMC Performance Analysis for Servers, BMC Performance Assurance for Virtual Servers, BMC Capacity Management for Mainframes, BMC MAINVIEW for Linux Servers, BMC Performance Analysis for Servers (Linux zSeries), and BMC Performance Predictor for Servers. Providing a business application-centric view of performance reporting and capacity planning, the integrated BMC solution ensures GAVI has a consistent, efficient, multi-platform approach for managing its growing IT resources. It monitors the firm’s three mainframe environments and up to 350 UNIX, Windows, and Linux servers.

The unified solution supports the firm’s capacity management processes, while simultaneously analyzing performance data and quickly predicting future requirements. Moreover, Web-based reporting ensures reports are circulated quickly and efficiently to the necessary users — tightening the integration between IT and the business. “One of our customers had a performance degradation problem they had lived with for two years,” explains Everwin. “BMC Performance Analysis identified a shortage of memory and allowed us to act and resolve the problem.”

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ALFRED EVERWIN  
IT MANAGER

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### COMPLETE VIEW OF ALL ENVIRONMENTS

Using BMC Capacity Management for Mainframes to handle the mainframe environment (z/OS, as well as the mainframe subsystems and z/VM), GAVI is benefiting from a complete solution that analyzes all aspects of the mainframe system. The company has a detailed view of the z/OS system, which also takes care of batch, IMS, CICS, and DB2 monitoring. For the z/VM systems, GAVI also has a detailed view from

inside a VM system — including what the VM users are doing. On the distributed side, where previously there was only very limited monitoring, GAVI now understands what workloads are driving the systems, how busy the systems are, and what the LPARs are doing at a Power5 box. Moreover, the movement of an LPAR from one box to another box or hardware investments can now be planned, based on the information provided by the BMC solution.

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The BMC Software monitoring solution is saving money too. “If we had kept the SAS mainframe monitoring tool in the Munich data center and extended it across to our distributed environment, it would have cost \$133,000. By standardizing on BMC Software, that savings is being delivered straight to the bottom line. The other cost advantage relates to people. We still have a small team of seven people managing the infrastructure — despite the fact we have experienced a 10,000 MIPS increase in processing,” Everwin continues.

But GAVI’s relationship with BMC Software extends far beyond data center performance monitoring. As part of a journey to Business Service Management (BSM), the IT services provider has more recently introduced CMDB, change management, and configuration management — with IT service management and service impact management also in the pipeline. “As you might imagine, BMC Software is one of GAVI’s most important and trusted partners. In due course, BSM is helping GAVI to reduce the cost of running IT, improve quality of service we provide to our insurance customers, and manage risk,” he concludes.

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## ABOUT GAVI

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## BUSINESS RUNS ON I.T. I.T. 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 March. 31, 2009, BMC revenue was approximately \$1.87 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.

