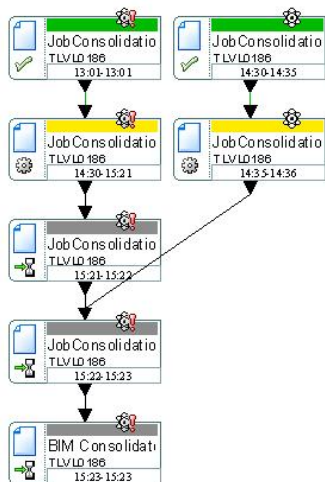


BMC Batch Impact Manager

Mission-critical business services depend on the execution of complex business processes in a specific sequence and at a specific time. Ensuring on-time completion of these business processes is one of the major challenges modern IT organizations face.

Key Benefits

- » Manages critical batch processes from a business perspective
- » Proactively detects potential delays and errors in the batch business process to avoid interruption of business services
- » Provides advanced problem analysis tools of potential SLA delays to identify their root cause and potential resolutions
- » Offers extensive simulation capabilities of potential problem resolutions, eliminating a trial and error process on top of the production environment, making sure the optimal actions will be taken
- » Allows you to prioritize the resolution of delayed or failed batch business processes based on their business impact



BMC Batch Impact Manager in Action

- » Before the market opens, a trading system must be available to traders and investors at 7 am. Failing to

Business Challenge

The failure or the late completion of critical batch business processes directly affects your organization's business performance and ability to function. When a batch process failure or latency occurs in your IT environment, you may not immediately realize the impact to your business. Is this a low-priority issue or will it have a direct impact on the bottom line?

The BMC Solution

BMC Batch Impact Manager from BMC Software ensures the successful, on-time completion of critical batch business processes. It extends the industry leading scheduling capabilities of BMC CONTROL-M solutions by proactively determining the business impact of a failure or delay in a batch process. It also allows users to define and manage batch flows on a business process level rather than on a job level. By understanding the business relevance of your batch processes, you can ensure that errors in execution will be prioritized and resolved according to business impact — so your critical business services remain intact.

Business Process Definition

Achieving batch management from a business perspective begins with identifying your most critical business services, their related critical batch processes, and the batch jobs that facilitate them. A new Batch Impact Manager service job is then defined, representing the critical business process. All predecessors of the critical job in the process flow are considered part of the service path. The critical jobs are assigned with various attributes related to their completion time requirements — such as a job submission time, limit, and a “Must Complete By” time definition — as well as proactive alerting attributes.

Monitoring Your Most Critical Business Processes

Once critical batch processes are identified, BMC Batch Impact Manager dynamically tracks the status of the critical jobs and calculates the status of each. By scanning the jobs related to the business process, the product can determine in advance that a certain process may fail, giving the system administrator ample time to prevent the problem. Furthermore, its innovative algorithm can predict the delay of a business process, using job information and statistics from previous executions to determine if a service will complete on time, early, or late. If the calculated completion time will not meet the “Must Complete By” time definition, a delay is identified and a predefined proactive alert is sent. This innovative approach for batch management assures your recovery actions will be prioritized according to the importance of the business service at risk.

Proactive Early Problem Notification

BMC Batch Impact Manager proactively detects potential delays and errors in the batch business process and ensures corrective actions will take place before the business service is affected. When a delay or failure is detected, proper notification is then displayed through the Batch Impact Manager user interfaces (Web and native). In addition, the product can:

- » Open a Remedy Helpdesk ticket with information on the service currently at risk
- » Send an alert to the BMC Service Impact Manager
 - The "services" view displays information only about services that are currently problematic

bring this service up on time can cause a delay in reporting transactions to the stock exchange, which will eventually lead to costly fines for every late transaction.

- » To ensure that the trading system is available at 7 am, the BMC Batch Impact Manager administrator defines the critical business service and its associated batch jobs with a "Must Complete By 06:30" attribute.
- » At 2:30 am, during a database failure, the product immediately detects that the timely completion of the critical batch process is at risk.
- » The product sends alerts to BMC CONTROL-M users and to the BMC Service Impact Manager, warning of the potential delay and the associated risks to the availability of the business service.
- » Using the advanced problem analysis tools, the root causes of the potential SLA delay are recognized and potential resolutions are identified.
- » Potential resolutions of the problem are simulated, eliminating the need to trial and error the running production environment, making sure that the chosen actions will actually resolve the problem and will not cause additional unexpected failures.
- » At 5:30 am, the problem is resolved and the "Must Complete By" jobs are on schedule.
- » At 7 am, the delay has been prevented and the trading system is fully operational.

- The status of the service can be determined by the severity of the event

- » Send an alert to the BMC CONTROL-M/Enterprise Manager alert server
- » Send an alert via SNMP to external exception handling systems
- » Trigger automatic corrective actions, such as job submission, to bypass the delay and ensure the continuation of the batch process flow

Understanding the Cause of a Potential Delay

Once a failure or a potential delay has been detected, proactive actions should be taken in order to overcome the delay and meet the required predefined SLA by setting the batch execution back on track. BMC Batch Impact Manager offers advanced problem analysis tools for understanding the root cause of a potential delay, such as job's estimated future run times, critical path analysis, execution time windows, jobs statistical trends and others. Using these capabilities, detected problems can be quickly analyzed and potential resolutions can be rapidly offered.

Simulation of Potential Problem Resolutions

BMC Batch Impact Manager offers extensive simulation capabilities which eliminate the danger of trial and error on top of the running production environment. Actions such as skipping a job within the job flow, changing a job's priority, manipulating logical resources and others can be easily simulated on top of the current live production environment, allowing a precise examination of the potential result of such a change, both on the job and the business process levels. Once verified, those actions can be safely committed into the production environment, saving unexpected pitfalls.

Easy Deployment, Immediate Value

BMC Batch Impact Manager delivers rapid ROI through easy implementation and reduced operational costs. It integrates with an existing BMC CONTROL-M environment out of the box, leveraging the existing scheduling implementation without requiring any changes to the job flows. Furthermore, because BMC Batch Impact Manager uses the business logic and statistical information already gathered by CONTROL-M, benefits are immediate.

Summary

With BMC Batch Impact Manager, critical batch business processes can now be managed and monitored from a business perspective — elevating them to a new strategic level. By understanding the business relevance of batch processing, you can manage what matters and ensure that handling errors in the execution of critical processes will be prioritized according to their business impact. Using the advanced problem analysis and resolution tools, you can analyze the root cause of your batch errors and delays as well as simulate potential resolutions for repairing your problems without putting your production environment at risk, making sure production errors are corrected shortly and safely well in advance without causing any additional failures.

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 distributed and mainframe 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 for more information.

Name	Order Time	Priority	Status	Current Estimate to Completion	Deadline	Progress	Details
HR_Service	15:13:47 6/25/2009	3	Service is Running	20:19:20 6/25/2009	20:28:47 6/25/2009	0 of 6 jobs (0%)	Job "HR.1"(001y2) is running.
Finacial_Service	15:13:47 6/25/2009	3	Service is late	21:54:20 6/25/2009	21:13:47 6/25/2009	16 of 52 jobs (30%)	Job "Finacial0" should have started by 1
Daily_Transactions_Report	15:24:27 6/25/2009	4	Service completed	15:25:14 6/25/2009	17:00:00 6/25/2009	12 of 12 jobs (100%)	

Total services 3 Error: 1 Warning: 0 OK: 2 Completed late: 0