



## Fujitsu

### Fujitsu Transaction Solutions Minimizes Downtime and Drives Out Costs with BMC Application Problem Resolution

#### Geography

North America

#### Industry

Retail

#### Business Need

Fujitsu Transaction Solutions needed to lower support costs and improve the reliability of GlobalSTORE, the company's Windows-based retail application, by minimizing the difficulties associated with supporting myriad, site-by-site customized variants.

#### Solution

The company turned to BMC Application Problem Resolution to efficiently capture a complete diagnostic picture of problems in real time — including the detailed system context in which they occur — in order to pinpoint and solve problems more quickly.

#### Results

- > Realized ROI within the first year
- > Enabled remote solution of an intermittent problem "impossible" to solve otherwise, even onsite
- > Reduces the need for customer site visits, thus lowering support costs significantly, accelerating development projects, and enhancing customer confidence
- > Provides objective diplomatic verification when GlobalSTORE is not the source of customer problems

Fujitsu Transaction Solutions needed to lower support costs and improve the reliability of its Windows-based retail application (GlobalSTORE®); specifically, to minimize the difficulties associated with supporting myriad, site-by-site customized variants of the application. The company turned to BMC Application Problem Resolution to efficiently capture a complete diagnostic picture of problems in real time — including the detailed system context in which they occur — to pinpoint and solve problems more quickly.

They say no good deed goes unpunished. This seemed to hold true for Fujitsu Transaction Solutions Inc. — until the company discovered BMC Application Problem Resolution.

Fujitsu's good deed was making its GlobalSTORE point-of-sale (POS) solution for retailers outstandingly easy for its users to customize. By empowering retailers to take control of their own IT systems, Fujitsu helps them lower the cost of operation, realize greater added value, and support and extend the relationship style that makes each retailer distinct in the eyes of its customers.

The punishment? A potential nightmare in product support. When GlobalSTORE customers call Fujitsu to resolve problems with a system in use for some time, Fujitsu doesn't find the system it installed, but a latter-day variant that may be in different — and not fully documented — states of evolution across a multi-store chain.

#### RECORDING REALITY

"We start with a very strong and reliable platform," says Tom Messina, senior architect at Fujitsu Transaction Solutions, "and we have a reliable process for tracking service packs and versions and so on. But with a system so complex and flexible, at some point down the road, neither our engineers nor our customers will know every detail and implication. This imperfect knowledge can make facing problems rather dark and discouraging."

So when Fujitsu Transaction Solutions learned of BMC Application Problem Resolution, the company was immediately interested. The BMC solution uses patented BMC Application Problem Resolution Black Box technology to capture a complete, real-time record of enterprise application system events, conditions, and configurations. Just as the flight recorder or "black box" in every aircraft provides invaluable diagnostic information when an aircraft misbehaves, BMC Application Problem Resolution Black Box logs provide invaluable diagnostic information when problems arise with an enterprise application or the system on which it runs.

#### ELIMINATING TRIALS — AND ERRORS

BMC Application Problem Resolution Black Box logs replace the time-honored, time-consuming approach to solving application problems: speculating on the unknown cause and then attempting to replicate the problem behavior through trial and error. According to industry analysts, such problem replication represents 80 percent of the lifecycle cost of supporting enterprise applications. Eliminate this sinkhole, and the gains can be huge.

Fujitsu Transaction Solutions is a case in point. Before adopting BMC Application Problem Resolution for GlobalSTORE support, the company did a careful, detailed ROI projection and concluded that the solution would pay for itself within the first year. Reality has proven better yet.

“One of our customers was experiencing a very intermittent problem causing POS terminals to crash,” says Messina. “Before BMC, a problem like this would have required us to send people out to the field for several weeks, at a loaded cost of, say, \$150 per person, per hour. But by using BMC Application Problem Resolution, we were able to deploy the black box in the live store environment, running it remotely from our Wake Forest, NC, location.”

“Even with the BMC solution, it took us several weeks to solve the problem because it was so intermittent. But without BMC, it might have been simply impossible. The system helped

us narrow the problem down to one component, and then one class in the component. We did it all without travel costs, without taking our people away from the development work that moves us forward, and without the onsite disruption that can make us look bad with our customers and reduce their confidence,” Messina continues. “We realized around 75 percent of our ROI on BMC Application Problem Resolution just in solving this one problem alone.”

#### FINDING CAUSES INSTEAD OF POINTING FINGERS

BMC Application Problem Resolution helps Fujitsu Transaction Solutions to quickly capture system configuration information — minimizing the downside of extensive user customization — and provide objective evidence in instances where the company’s own offerings are not the source of an apparent GlobalSTORE problem. “It’s great for everyone involved,” says Messina, “when you can eliminate finger-pointing and focus on resolving the problem, whatever its source happens to be.”

At present, Fujitsu pushes the BMC Application Problem Resolution Black Box modules out to a customer implementation on an as-needed basis. Fujitsu plans to integrate BMC Application Problem Resolution into its next release of the GlobalSTORE platform.

“Our mantra is to relentlessly drive costs out of customer IT operations,” says Messina. “We see BMC Application Problem Resolution as a key enabler for doing just that.”

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— Tom Messina  
Senior Architect  
Fujitsu

#### Key Products Used:

> [BMC Application Problem Resolution](#)

#### About Fujitsu

Fujitsu Transaction Solutions Inc. (Frisco, TX), is a lifecycle solutions provider of hardware, software, and services for consumer transaction environments in North America. Customers include Canadian Tire, ChevronTexaco, Loblaws, Nordstrom, Payless ShoeSource, Regal Cinema, REI, Staples, Stop & Shop, and The TJX Companies.

#### About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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