



Galaxy Software Services Corporation (GSS)

» BMC Software batch optimization, database management and enterprise scheduling tools help Galaxy resolve mainframe challenges for its clients

BEFORE

- » Pressure to complete batch processing within the batch window
- » Customer asked for help to reduce their costs
- » Difficult to detect impact of job failures
- » Customers required improved IMS performance

AFTER

- » Batch job windows shrank significantly, by as much as 25 percent
- » IMS reorganization time cut by 40 percent
- » GSS Control-M customers reduced operational costs by up to 35 percent
- » Incidents addressed in the context of business service impact
- » DB2 performance monitoring less taxing on CPU
- » BMC solutions for DB2 outperform IBM solutions



GEOGRAPHY

Taiwan

INDUSTRY

IT Services

SOLUTIONS

BMC MainView Batch Optimizer
 BMC MAXM Reorg/EP for IMS
 BMC Control-M
 BMC Batch Impact Manager
 BMC MainView for DB2
 BMC Database Administration for DB2

Today's mainframes support more applications, more workloads and larger data volumes than ever before. In emerging markets like Asia, more applications are moving to the mainframe, and legacy mainframe data is now available around the clock through Web-based interfaces such as online banking. IT organizations depend on the mainframe to deliver high availability, optimal performance and a strong return on investment. While the mainframe provides unparalleled speed and availability, finding skilled mainframe technicians is difficult. To address these challenges, IT managers increasingly rely on advisor technology to intelligently automate many tasks and processes.

To help customers meet these challenges, Taiwan-based business application software and consulting service provider Galaxy Software Services Corporation (GSS) has deployed BMC Software solutions. GSS clients – some of Taiwan's largest telecommunications and banking organizations – get more work from their existing mainframes, avoid costly processing delays and eliminate risk.

OLD WORLD ORDERLINESS, NEW WORLD SPEED

Supposedly dethroned by distributed systems, mainframes are attracting new workloads. For GSS, the mainframe's old-world orderliness, reliability and prowess in centralized data serving environments gave it cachet. But the mainframe offers more than just traditional computing values; some of the new attraction stems from the mainframe's flexibility and ability to run varied workloads in a 24x7 environment.

GSS customers demand speed for fast batch processing and proactive management for an instant view of exceptions. The stakes are high. For one customer, incomplete batch processing of credit card or electronic transactions jeopardized next-day banking operations, potentially attracting financial penalties from regulators.

To ensure all jobs are completed in the batch window, GSS implemented BMC MainView Batch Optimizer at the bank. MainView Batch Optimizer automatically adjusts VSAM buffer space without JCL changes, which results in reduced I/O contention and faster job completion. Significant advantages of batch optimization include improved buffering and caching of data to minimize I/O, workload balancing and a utility that helps find problem areas. BMC MainView Batch Optimizer reduced the batch job run time by 25 percent, reduced the overall cost of running the jobs and ultimately enabled the bank to delay a CPU upgrade.

A large telephone company was able to reorganize IMS databases 40 percent faster with BMC MAXM Reorg/EP for IMS. The single-step reorganization process allows read-access to the database as it is reorganized, improving availability even more.

VIEW ACROSS PLATFORMS

Charles Yang, manager of GSS' System Management Software and Services Business Unit, said that besides just minimizing batch windows, his clients must manage cross-platform batch jobs from a single point of control. "This is an exercise in smarter process controls, not more processing power."

BMC Control-M provides a single point of view of all workloads, positioning administrators to proactively determine how workloads affect service levels. It even allows administrators to plan and test changes before implementing them in a production environment. Yang said that BMC Control-M automatically flags anomalies for quick problem solving. "It is a confidence builder. IT operations must move from reactive to proactive service levels and make customers immediately aware of exceptions. Pre-set thresholds mean we can intervene before issues become problematic – if resources are getting thin, then we can act before things turn bad."

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MANAGER SYSTEM MANAGEMENT SOFTWARE
AND SERVICES BUSINESS UNIT

Integrating batch service alerts with BMC Event Manager enables event management consolidation and provides additional intelligence that prioritizes and resolves incidents in the context of service levels.

Yang said ease and control are key success factors. "It is very easy to sequence batch jobs and control and monitor job execution status. So when job anomalies are flagged, related parties are notified and can act quickly."

This proactive notification reduces costs and risks. According to Yang, Control-M customers can reduce operational costs by up to 35 percent.

LOOK AHEAD, NOT BACK

Knowing before acting saves time and heartache. When administrators determine the likely service impact of a batch job failure or delay, they know what's really critical and what's not – before they begin to resolve the issue. When things go wrong, administrators take remedial action on the basis of service criticality.

Using BMC Batch Impact Manager, Yang can proactively determine the business impact of batch process anomalies. “We're often required to execute conversions – move projects from one environment to another,” he said. “Using BMC Batch Impact Manager, we can plan and test what's going to happen. We simply simulate the change and apply a filter to see potential problems. It saves a lot of time and grief.”

IMPROVED DB2 PERFORMANCE

One GSS customer, a steel manufacturer, depends on BMC MainView for DB2 for automated exception detection and remediation to improve availability of critical databases and applications. Monitoring functionality is famous for taking a significant bite out of CPU – up to 10 percent, which gets expensive when a vendor charges for CPU utilization. By using BMC MainView for DB2, the steel manufacturer tunes systems performance using 30 percent less CPU than other monitors. The steel manufacturer reports that BMC MainView for DB2 is more compatible with new versions of DB2 than other monitors are, and that BMC provides better customer support than other vendors.

HIGHER STAFF PRODUCTIVITY

Yang said the entire industry is short of mainframe DBA talent, and satisfying support requests tends to be left in fewer hands. He specifically mentioned the drive to minimize database objects by using menus, rather than SQL coding. “We've got to have the tools to help ease the daily workload, but continue maintaining availability and data integrity,” he said.

Version control means changes can be rolled forward or back, as needed, to recover inadvertently dropped DB2 objects, and to recreate structure, authorizations and data. BMC Database Administration for DB2 enables robust version control, simplified database administration and fast utilities. One bank recently rejected a similar product from IBM. Even though the IBM product was less expensive, the GSS customer saw more value in BMC solutions for DB2. The IBM product simply did not provide all of the functionality the customer needed.

ONE VENDOR, MANY SOLUTIONS

GSS is regarded as one of the most advanced users of IT service management in Asia. GSS credits BMC mainframe and enterprise scheduling solutions with helping mainframe clients in several industries reduce costs, improve availability, improve staff productivity and reduce risks. According to Yang, BMC solutions have insulated its customers from costly upgrades, financial penalties and unplanned outages. “With BMC solutions, our clients get the service they need.”

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CHARLES YANG
MANAGER SYSTEM MANAGEMENT SOFTWARE
AND SERVICES BUSINESS UNIT

ABOUT GALAXY SOFTWARE SERVICES

Galaxy Software Services Corporation (GSS), one of the leading business application software and consulting service providers in Taiwan, specializes in system integration of business applications, business-specific software development, and business process and technical consulting services.

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 provides a comprehensive and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended June 30, 2010, BMC revenue was approximately \$1.92 billion. Visit www.bmc.com for more information.

