



IDG Informationsverarbeitung und Dienstleistungen GmbH

Comprehensive, Integrated Solution Helps IT Services Provider Achieve Rapid Image Copies and Recoveries

Geography

Germany

Industry

Information Technology

Business Need

IDG was challenged to manage an ever-growing amount of data using a set of tools, utilities, and processes that had evolved to meet specific needs over the years.

Solution

IDG deployed the integrated BMC Recovery Management for DB2 solution, weaving together four BMC backup and recovery products. This unified, proactive technology helps IDG to ensure recoverability and reduce technical and business exposures.

Results

- > Helped ensure recoverability and reduce technical and business exposures
- > Gained 90 minutes of backup time by eliminating the time dedicated to image copy — which represents a 20 percent improvement on the overnight batch window
- > Performed online backups, maintained data availability while making image copies, and minimized the elapsed time of image copies
- > Maintained full integrity of the copy without using online DB2 system resources
- > Enabled IDG to undertake full roll-forward recovery for one or multiple databases
- > Introduced a standardized approach to backup and recovery in both DB2 and IMS environments
- > Streamlined the recovery management process, ensured consistent activity across related databases, and increased speed of recovery utility processing.
- > Eliminated the need to copy 60 percent of tables

Backup is only as good as the recovery it provides. Just ask IDG. The IT solutions provider was challenged to manage an ever-growing amount of data using a set of tools, utilities, and processes that had evolved to meet specific needs over the years. Specifically, it took too long for IDG to take an image copy of its system, which meant the batch was delayed. The answer was the integrated BMC Recovery Management for DB2 Solution.

IT SERVICE PROVIDER OF GOTHAER

IDG is the IT services division of the Gothaer insurance group in Germany. The company is committed to providing Gothaer and more than 9,000 users with highly effective, world-class technology solutions based on mainframe and client/server systems, most notably in the spheres of architecture design and development, hardware, software and network management, document management, intranet systems, and eCommerce. IDG has more than 700 staff and revenues of €150 million.

To provide an insight into the scope of IDG's mainframe DB2 environment, it's necessary to explore some facts and figures. In the IBM DB2 environment, IDG operates an IBM z9 mainframe with 3,592 MIPS on two CECS, each with 64GB RAM. The IMS environment manages a total of 1.5 million transactions per day, CICS manages 1.2 million per day, and DB2 administers 2.5 million each day. Overall, 15TB of storage resides on DASD, and a further 400TB on tape.

Backup and recovery is at the forefront of IDG's technology strategy. Until recently, the company was relying on conventional backup and recovery processes in its z/OS (DB2, IMS) environment — backup processes that remained on the critical path of the daily batch window. With the company operating a demanding online profile between 7 a.m. and 9 p.m., Monday to Saturday, the batch window was limited to in-between periods.

A shrinking batch window is a common problem — and IDG shares the pain as much as any other organization. Veit Blaeser, systems programmer, IDG explains how it impacted IDG. "Until recently, we were relying on an assortment of different and conventional backup and recovery utilities. Our fundamental problem was that it took too long to take an image copy of the system, which meant the batch needed to wait. This was reducing data availability and increasing the pressure on our batch window as the database was taken offline during the copy. Ultimately, we needed to balance the recovery needs of the database against the costs of the image copy process."

As part of an invigorated backup and recovery strategy, IDG was looking beyond simply tackling the batch scheduling conundrum. This included resolving issues associated with data consistency and data availability — such as eliminating disruption in table spaces and creating full ICs without any locks on table spaces. Moreover, IDG saw the opportunity to reduce complexity using one standard procedure for DB2 backup and recovery; and the chance to enhance data consistency.

WEAVING TOGETHER FOUR BMC BACKUP AND RECOVERY SOLUTIONS

Already a long-standing BMC Software customer — having first deployed BMC solutions as far back as 16 years ago — IDG deployed the integrated BMC Recovery Management for DB2 solution, weaving together four BMC backup and recovery products: BMC COPY PLUS for DB2, BMC RECOVER PLUS for DB2 and BMC RECOVERY MANAGER for DB2, and BMC R+/CHANGE ACCUM. This unified environment introduces additional features from three related utilities and requires only one install, versus seven installations for standalone utilities. Together, they help IDG to ensure recoverability and reduce technical and business exposures.

BMC COPY PLUS for DB2 is being used to perform online backups, maintain data availability while making image copies, and minimize the elapsed time of image copies.

BMC R+/CHANGE ACCUM enables IDG to achieve all of this by merging a change accumulation data set with a previous image copy. The BMC solution helps Herr Blaeser and his team take image copies while the DB2 databases are available for update and maintains full integrity of the copy without using online system resources.

In tandem, IDG has also deployed BMC RECOVER PLUS to help recover the databases to any point in time and increase system availability. Integrated seamlessly with the BMC COPY PLUS for DB2 database utility, the solution enables the IDG team to undertake full roll-forward recovery for one or multiple databases. The third part of the solution is BMC RECOVERY MANAGER for DB2. This uses group processing to simplify the backup and recovery management process, by automatically generating the appropriate backup and recovery procedures.

“Using BMC RECOVERY MANAGER for DB2, we can determine if an object has changed after the last full copy — which means there’s no need to re-copy the extra tables. Overall, we estimate that up to 60 percent of tables are no longer copied,” says Blaeser.

PERFORMING BACKUP AND THE BATCH PROCESSES IN PARALLEL

According to Blaeser, the integrated BMC Backup and Recovery Solution has made a fundamental difference to backup and recovery. “We can now perform the backup and the batch processes in parallel — the batch takes place independently of the image copy process. Overall, we have gained a 90 minutes buffer on the batch each night by eliminating the time dedicated to image copy; this represents a 20 percent improvement on the overnight batch window. The quality of the backup is as good as it was before, but most importantly, backup is no longer part of the critical path.”

Moreover, the solution is helping IDG to maintain crucial system availability. “The solution maintains our database availability without straining online system resources by creating image copies without using DB2 buffers,” says Blaeser. “Overall, we now have a robust backup and recovery procedure, enhanced reliability, and improved data integrity to a consistent point in time.”

The introduction of one unified suite of utilities for backup and recovery for IMS and DB2 has also streamlined administration. The staff only has one set of software to learn, install, and maintain; it maximizes IT staff resources; and it saves time and money by automating the recovery process and eliminating manual procedures. That offers considerable value across both the DB2 and the IMS environments: IDG is now benefiting from a single, standardized approach to backup and recovery across its DB2 and IMS environments. And it’s all available from one vendor.

Blaeser concludes, “Backup is only as good as the recovery it provides, and the BMC Recovery Management for DB2 solution ensures IDG achieves the appropriate DB2 backup and recovery via fast, automated image copies and recoveries. The solution delivers availability, reliability, automation, and quality of service all in one go.”

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— Veit Blaeser
Systems Programmer

IBM Certified Database Administrator DB2 9 for z/OS
IDG

Key Products Used:

BMC Recovery Management
for DB2 Solution comprising:

- > BMC Copy Plus for DB2
- > BMC Recover Plus for DB2
- > BMC Recovery Manager for DB2
- > BMC R+/Change Accum for DB2
- > BMC Log Master for DB2
- > BMC Snapshot Upgrade Feature for DB2

About IDG

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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. 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.



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