

# **KBC**

» Belgian Bancassurer Achieves Complete Return on BMC Software Investment in Only Six Months

#### **BEFORE**

- » Excessive mainframe management costs
- » Requirement to adhere to strict service level agreements (SLAs)
- » Manual analysis of SQL statements
- » Excessive cost of monitoring SQL on DB2 for z/OS
- » Incomplete view of SQL and object performance
- » Performance problems highlighted later in the application lifecycle
- » IT is an inhibitor of change

### **AFTER**

- » Supported savings of €300,000 annually, equivalent to a complete ROI in only six months
- » Enhanced quality of service across the business
- » Automated the analysis of SQL statements
- » Minimized the cost of monitoring SQL on DB2 for z/OS
- » Collected more data and generated a more accurate picture of SQL and object performance
- » Performance problems are highlighted early in the application lifecycle
- » Faster deployment of critical services
- » Established repeatable, effective, and efficient integrated processes



**GEOGRAPHY** Belgium

**INDUSTRY**Financial Services

SOLUTIONS
BMC MAINVIEW for DB2
BMC CHANGE MANAGER for DB2
BMC CATALOG MANAGER for DB2
BMC APPTUNE for DB2
BMC SQL Explorer for DB2
BMC Log Master for DB2

No bank, however large or small, has been immune from the banking crisis that shook the industry in 2008. Among the many issues to cascade out of this unprecedented chapter in the history of the financial services industry has been the need to trim costs, optimize efficiency — and generally do more with fewer resources. That's exactly what one of Belgium's leading financial services organizations — KBC — has achieved with the support of Business Service Management (BSM). Up to  $\mathfrak{C}300,000$  in annual cost savings, a complete return on investment in only six months, and improved quality of service are testimony to a showcase mainframe service management implementation.

KBC provides bancassurance services to private / retail and SME / midcap clients, with a geographic focus on its two home markets: Belgium and Central and Eastern Europe (Czech Republic, Slovak Republic, Hungary, Poland and Bulgaria).

## BSM—A UNIFIED PLATFORM FOR RUNNING A MAINFRAME IT INFRASTRUCTURE

Under pressure to maximize the value of the mainframe, the company required a comprehensive approach and unified platform for running its mainframe IT infrastructure. Kurt De Ronghé, head of mainframe infrastructure, KBC, explains the company's position. "Our goal is to support existing services at lower cost, maintain the quality of



service, and maintain the mainframe as a long-term platform at KBC," he says. "That demanded a significant change in our operating processes—and automation was perceived as a key enabler."

KBC was already a satisfied BMC Software customer, using BMC MAINVIEW for DB2 to monitor the DB2 environment to catch degradation, issue early warnings, and drive automation to correct exceptions. In tandem, BMC CHANGE MANAGER for DB2 is used to automate the change process and BMC CATALOG MANAGER for DB2 to support manual tasks such as creating and dropping objects, maintaining user privileges, and executing DB2 commands.

No stranger to process automation, the bank chose to extend this with three new BMC solutions: BMC APPTUNE for DB2, BMC SQL Explorer for DB2, and BMC Log Master for DB2, replacing CA solutions in these areas. "We evaluated BMC Software against solutions from CA and IBM; however all the evidence pointed to BMC. Price, functionality, and BMC's unrivalled experience and product depth made them the right choice," says De Ronghé.

KBC is using BMC APPTUNE for DB2 to automate the analysis of SQL statements and identify which statements are causing performance problems or using excess resources. An efficient data collection

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KURT DE RONGHÉ HEAD OF MAINFRAME INFRASTRUCTURE and reporting mechanism helps minimize the cost of monitoring SQL on DB2 for z/OS, enabling Kurt De Ronghé and his team to collect more data and generate a more accurate picture of SQL and object performance. The outcome is exactly as planned: faster problem resolution and reducing CPU costs. Alongside this, BMC SQL Explorer for DB2 analyzes SQL statements to ensure that they meet bestpractice SQL coding standards and deliver optimal performance. Performance problems are highlighted early in the application lifecycle to avoid the risk of introducing problems in production applications. And BMC Log Master for DB2 facilitates access to logs. Among many functions, the team can audit data changes, undo bad transactions, and migrate DB2 on z/OS data to other DB2 or RDBMS applications with no outage.

Currently in test phase, this showcase implementation will eventually be used by up to 400 staff. To properly enable them for full deployment, BMC Education Services are providing valuable 'train the trainer' sessions to streamline and accelerate the transition to this next-generation automation capability.

## SAVING UP TO €300,000 ANNUALLY

By changing its business operating processes and introducing BSM, KBC expects to optimize the quality of mainframe service and save up to €300,000 annually. Overall, this is equivalent to a complete return on investment in only six months. "Thanks to the new operating processes and BMC Software, we are achieving two vital goals: improving quality of service, while simultaneously reducing costs," explains Ewald Van Der Linden, team leader of the database infrastructure team, KBC.

As they build their mainframe service management strategy around BMC tools, KBC also recognizes additional BMC solutions they hope to implement. Kurt De Ronghé comments, "Although we are still in

the deployment phase with this solution, we see some opportunities for extending the relationship. This includes investigating opportunities in optimizing mainframe capacity management. BMC Performance Management will certainly be one of the first solutions to investigate."

De Ronghé best summarizes the impact of BSM on KBC: "Through a combination of best practices and intelligent automation, BMC is instrumental in helping KBC increase performance by extracting more business value from finite resources. It also enhances the availability of our mainframe applications to guarantee and differentiate service levels. Add in the six months return on investment and it's clear we have a winning partnership."

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### **ABOUT KBC**

KBC provides bancassurance services to private / retail and SME / midcap clients, with a geographic focus on its two home markets: Belgium and Central and Eastern Europe (Czech Republic, Slovak Republic, Hungary, Poland and Bulgaria). KBC Group employs 57 000 staff and caters for 12 million customers.

# 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 June 30, 2009, BMC revenue was approximately \$1.88 billion. Visit www.bmc.com for more information.



