Accelerate Your Control-M Upgrade with AMIGO

Reduce risk, minimize effort, and optimize ROI with the AMIGO support program
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Executive Summary

Deciding whether to upgrade software can be challenging. There is a tendency to focus on the effort required to make the upgrade, rather than the potential benefits, which can shift the decision toward maintaining the status quo.

Avoiding software upgrades can also create problems, including:

- Reduced or eliminated return on investment (ROI) that new product enhancements would deliver
- Reduced usability that new platforms, operating systems, and third-party add-ons would provide

What if you could achieve the benefits of upgrading with a lot less effort?

If your organization is considering a Control-M upgrade, our Assisted MIGration Offering (AMIGO) program can significantly reduce the risks, time, and effort associated with upgrading. For customers who don’t plan any architectural changes, the AMIGO program provides BMC best practice methodologies, checklists, and access to experts and is available to all Control-M Support subscribers at no additional cost. Ninety percent of Control-M customers that used AMIGO services required no additional support during the upgrade.

BMC Professional Services are available to assist Control-M customers who want to reduce the effort of upgrading while also making architectural changes. If you plan to keep your current architecture, AMIGO can help.

Forgoing an upgrade creates its own problems:

- Reduced or eliminated return on investment (ROI) that new product enhancements would deliver
- Reduced usability that new platforms, operating systems, and third-party add-ons would provide
- Continued challenges that bug and security fixes would resolve
STATUS QUO OR THE UNKNOWN?
Your current software version won’t be in service forever. An update will provide new features, run faster, and require less support. So an upgrade is a good thing, at least in theory.

Then why don’t organizations upgrade every time a new version becomes available?

Simply put, IT professionals prefer the certainty of working with the software they have to facing the unknowns of an upgrade. The “FUD” factor—fear, uncertainty, and doubt—is reflected in questions such as:

• How much time will the upgrade take?
• How much risk is involved?
• Will the benefits be worth the effort?

If the organization decides to explore an upgrade, harder questions emerge:

• Do we have the resources and skill sets to ensure a smooth migration?
• What are the business ramifications if deadlines are missed because of improper implementation?
• Does our IT staff have a proven upgrade methodology to protect our full investment?

At BMC, we have seen this thought process play out many times among customers considering upgrading their Control-M software. Because Control-M often touches multiple systems and business users, its upgrades are not as self-contained as those of many other solutions. Often, multiple people in different business units and locations need to be involved in some portion of the upgrade, adding complexity. Worry-free Control-M upgrades require pre-upgrade planning and risk evaluation, and often must be completed within a tight time window. Because Control-M is mission-critical, every minute of downtime can impact business operations.

DO IT YOURSELF, WITH HELP
BMC can reduce the risk and time required to execute a Control-M upgrade by giving customers the benefits of our experience. When it’s time to upgrade, we know where to start—long before the new software is installed—and how to finish the project so there are no delays or compromises to system performance. Based on experience drawn from thousands of customer implementations, we developed a methodology and best practices for Control-M upgrades. This institutional knowledge has been packaged into the AMIGO offering, used by more than 1,800 Control-M customers to date to guide their upgrades.

The AMIGO program is available to all Control-M customers that currently subscribe to BMC Customer Support.

The AMIGO program includes:

• A question and answer session before you upgrade
• Review of your upgrade plan with suggestions for simplification
• A detailed, custom upgrade checklist
• An “Upgrade Plan Steps” guide
• A review of your upgrade plan by BMC Customer Support representatives
• Helpful tips and tricks for upgrade success from previous customers
• Follow-up by BMC Customer Support to address questions and ensure success after upgrade

90% of Control-M customers that used AMIGO services required no additional support during the upgrade.
HOW AMIGO WORKS
AMIGO services are divided into two phases: starter and review. In the starter phase, BMC Customer Support representatives help you develop a comprehensive plan for the upgrade that fully considers the unique characteristics of your environment. In the review phase, BMC’s experts review your plan, provide suggestions and other feedback, answer any questions, and provide a checklist for executing the cutover.

Starter phase
The main purpose of the starter phase is to develop a high-level upgrade plan for your specific situation. To initiate, open an AMIGO case and submit it to the BMC Support team. A representative will be assigned as your key contact for your upgrade, and will schedule a time to address your questions and provide a variety of documentation and support materials.

The support materials include a video describing the entire upgrade process, as well as other valuable reference resources to help guide the upgrade. The written checklist can serve as a step-by-step guide for all phases of the upgrade, including:

- **Pre-installation** – Provides a list of important tasks to perform before installing the upgrade
- **Testing** – Describes the tests to be performed, such as testing data exports and imports
- **Backup** – Calls for a backup plan that enables quick recovery in the event of problems
- **Pre-migration actions** – Lists several actions you should take just prior to migrating to the new environment
- **Cutover** – Provides a detailed, step-by-step guide to the cutover process
- **Verification** – Defines post-migration testing of the new environment to ensure that the upgrade has been implemented successfully

The checklist also includes helpful tips and tricks that the support staff have accumulated from numerous other upgrades.

You can use the sample plan included in the AMIGO documentation package as a model. The plan doesn’t need to be formal—you can present it as a document, a spreadsheet, a diagram, or whatever format is most comfortable. Questions such as, “Where do I begin?” and “Do I start with the agents, the server, or the management console?” are addressed in the supplied materials. However, if you have any questions while developing your plan, simply open a case with BMC Support to obtain answers.
Review phase

Two to four weeks prior to your scheduled upgrade, you will open an AMIGO review case. The BMC Support team member who will be on-call during the time of your upgrade will host the review phase call. BMC Support staff will review the upgrade plan with you again, answer any additional questions you may have, and provide reminders of helpful tips for the actual cutover. This review phase session helps build confidence and familiarity with the details of your upgrade plan so that if any challenges do occur, they can be quickly addressed and resolved.

AMIGO ADDS VALUE TO UPGRADES

Perhaps you’ve successfully completed many previous software updates or your organization already has a methodology in place. In such cases, the key question you may be asking is not, “Is an upgrade worth the effort?” but rather, “Is participating in the AMIGO program worth the effort?” Based on the high satisfaction scores of AMIGO customers, BMC is confident that it is.

As noted previously, 90 percent of the more than 1,800 Control-M customers that used AMIGO did not require any additional support during the upgrade. For those that did, support issues were resolved 75 percent faster compared to non-AMIGO users.

AMIGO can help you get more value from Control-M, and consequently, from the business-critical workloads, big data initiatives, and other enterprise operations that Control-M supports. Here are some of the ways AMIGO services provide value:

- AMIGO eliminates or reduces the need to hire outside contractors to consult on and manage upgrade programs. No one knows Control-M better than BMC, and no one knows your workloads, staff constraints, and other unique characteristics of your IT environment better than you do. Together, we can create the best possible plan for your situation.

- Resources such as sample project plans, templates, and checklists reduce the time needed to plan and execute an upgrade.

- A shorter project timetable accelerates ROI for the new version of Control-M.

- Receiving expert guidance and following proven best practices reduce the risk of interruptions to your business-critical workflows.

- Relying on our knowledge gained from all AMIGO cases allows your staff members to focus on their strengths and priorities.

CONCLUSION

IT professionals know that while software upgrades involve cost and risk, the decision to forgo an update also has downsides, from missed opportunities to achieve greater ROI to continuing headaches from unfixed bugs and security issues. When considering a software upgrade, it is important to weigh effort against ultimate value. Simply put, the less effort required, the more value you will gain from upgrading. BMC’s AMIGO service reduces time, effort, and risk in Control-M upgrades by supplying your team with subject matter experts, proven processes, and practical guidance at no cost to you. The AMIGO service allows you to take advantage of the next generation workload automation capabilities in the newest version of Control-M—without the downsides.

“I am very pleased with the support we received during the upgrade process. The BMC Support team provided me with step-by-step procedures, dedicated a team, and participated with our team in every aspect of the project. If issues came up, the BMC Support team was quick to help us resolve them.”

– Sahayam Packiaraj Jeyasoori, Teradyne Incorporated
BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82 percent of the Fortune 500.

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To learn more about AMIGO for Control-M, please visit
bmc.com/support/resources/amigo_program_overview