



Near-zero downtime for IMS reorgs

Online reorg process

Additional 66% downtime reduction



PT Bank Central Asia Tbk

INDUSTRY

Financial Services: Banking

CHALLENGE

Enhance customer digital service by slashing downtime related to IMS database reorganizations.

SOLUTION

MAXM Reorg/Online for IMS reorganizes databases with near-zero downtime, improving availability of online banking systems.

Bank Central Asia achieves near-zero downtime of critical IMS databases to give its customers enhanced online banking services

BUSINESS CHALLENGE

PT Bank Central Asia Tbk (BCA), the largest commercial bank in Indonesia, is keenly aware of how much its customers rely on online and mobile banking to check account balances, make purchases, transfer funds, and engage in other banking activities. Two years ago, the IT staff determined that offline reorganization of the IMS™ databases underlying online banking systems resulted in too much downtime for digital banking. Deeming that even a few minutes of downtime was unacceptable, IT decided to replace its offline reorg process with an online one. When staff members conducted the proof of concept (POC), their primary selection criteria was the ability to deliver near-zero downtime.

BMC SOLUTION

After extensive testing of multiple solutions, BMC MAXM Reorg/Online for IMS™ was selected. It was the clear leader in a proof of concept test, enabling BCA to reorg to a copy of IMS databases, while capturing all updates that occurred during the reorg. BMC performed the online, concurrent reorg with near-zero downtime. After the reorg, the solution applied updates, swapped dataset names, and put the reorganized database online.

BUSINESS IMPACT

BCA customers rely more on mobile and online services than on branches and ATMs, which makes the shortest possible downtime a business imperative.

- MAXM Reorg/Online for IMS handled reorgs with near-zero downtime.
- In BMC's latest release of the solution, BCA testing showed that downtime was cut by an additional 66%.
- BCA reported that throughout the POC and the rollout into production, BMC support was impressive.

"MAXM Reorg/Online for IMS helps us live up to our slogan 'always by your side,' which speaks to our commitment to providing all of our customers with the very best in services and solutions," says Agung Darmawan, vice president of IT.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

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