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Kansas City Life Insurance Ensures Better System Performance with MainView

" With MainView, customers and agents can rely on systems working without prolonged delays, helping Kansas City Life achieve the highest level of customer service. "

Howard Henry | Manager Mainframe IT Infrastructure | Kansas City Life Insurance

KANSAS CITY LIFE

60%
faster job completion

500K
policyholders supported

Reliable
system performance

Company Overview

Founded in 1895 in Kansas City, Missouri, Kansas City Life Insurance Company markets individual life, annuity, and group insurance products via an agency force of more than 2,500 locations, as well as variable life and annuity options via a wholly owned broker/dealer subsidiary. Kansas City Life's staff of more than 400 associates serves 48 states and the District of Columbia, providing dedicated support to more than 500,00 policyholders across the country.

Like many financial institutions that help individuals transfer risk of loss, Kansas City Life relies heavily on its mainframe for reliable processing of client transactions and protection of highly sensitive client data. Kansas City Life's mainframe environment consists primarily of intensive IBM® CICS® application servers and batch VSAM file access for high-performance data organization.

Business Challenge

To deliver on its brand promise of Security Assured, providing financial security to its customers and their families, Kansas City Life relies on its mainframe systems to process countless transactions on a daily and hourly basis. By ensuring fast problem identification and resolution, the company can continue providing its employees the stability they require in order to offer up-to-the-minute, reliable customer service. In turn, when potential and existing customers experience the efficiency and ease with which Kansas City Life systems support and respond to their important interactions and financial needs, they place enduring trust in the company and its brand, ensuring further growth and success.

To ensure this continued stability and performance, the company requires mainframe tools that are agile enough to offer real-time performance monitoring, immediate alerting for issues, and fast identification of root problems. Its Cyberlife business application, an insurance policy and administration application package, is just one example of a critical function supported by IBM® CICS® and required for daily operations. The application allows agents to create new policy applications and administer policy claims—and if it is unavailable due to a system lock-up, business comes to a halt.

BMC Solution

For many years, Kansas City Life has relied on MainView solutions from BMC for the competitive business advantages they help the company provide.

MainView for CICS® Management allows the company to monitor responsiveness of its transactions, enabling IT to purge any tasks that may be causing file deadlocks or consuming excessive resources. The ability to customize thresholds allows IT to easily identify problematic tasks, enabling end users to continue working without prolonged delays.

MainView Batch Optimizer has given Kansas City Life valuable insight into its batch-processing environment and allowed Kansas City Life IT to streamline its batch VSAM file accesses. The IT organization has found that the solution greatly reduces its batch window for nightly processing.

MainView Monitoring simplifies Kansas City Life's IBM® z/OS® monitoring processes, enabling fast identification of the root cause of bottlenecks and poor response times. In particular, Kansas City Life has found the solution to be very effective in its test and QA environment, helping to ensure that jobs are coded and scheduled efficiently. Additionally, with each release of z/OS, IBM adds more and more ways to tune and adjust the environment dynamically. MainView Monitoring leverages those techniques and simplifies the dynamic changes through the use of panel guided maintenance, saving IT staff time in searching for the correct commands and syntax.

The BMC solutions together offer a three-pronged approach to ensuring the kind of stability and integrity that Kansas City Life has come to be known for. From a business standpoint, the reliable availability of the environment, provided by visibility into system performance and the ability to get throughput on a timely basis, helps IT optimize performance and meet its SLAs. From an end-user standpoint, Kansas City Life employees can rely on the performance of critical applications for new and continued claims business, and should issues arise, they are confident that those problems can be identified and resolved quickly. And finally, from a customer point of view, when issues in CICS systems are identified quickly, downtime is minimized and transaction responsiveness is improved, allowing Kansas City Life agents to continue serving customers without prolonged delays and helping the company achieve optimal customer service.

Kansas City Life recognizes clear benefits from the MainView solutions from BMC:

- Jobs that can take up to three or four hours to complete without MainView Batch Optimizer are now executed in just one hour—**a 60% improvement in performance.**

- When MainView Batch Optimizer is not running, Kansas City Life cannot complete a nightly batch cycle—with it running, **SLAs are met.**

- With MainView for CICS, the company can **quickly purge tasks** that consume excessive resources, significantly reducing performance delays.

- MainView Monitoring helps **quickly pinpoint problems and slowdowns**, enabling Kansas City Life to code jobs properly, proactively.

> " *BMC has kept up with commands with changes in z/OS. I've noticed BMC tries to accommodate those new commands and help us to intuitively move through the changes from IBM.* "

Howard Henry | Manager Mainframe IT Infrastructure | Kansas City Life Insurance

Learn More:

📄 Visit the MainView Batch Optimizer page

📄 Visit the MainView for CICS Management page

📄 Visit the MainView Monitoring page

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