



Credit Union Australia Manages Escalating Data Demands with BMC

“ BMC is industry-leading standard and is known for reliability and ease of integration with existing processes. ”

Hai To | Head of Core Product and Workflow Platforms |
Credit Union Australia



qua



90%

faster environment refresh



+40 minutes

shorter batch windows



Automated

recovery processes

Business Overview

Credit Union Australia (CUA) is Australia's largest credit union, contributing to the financial wellbeing of around 550,000 Australians through banking, general insurance, and health insurance offers. As a mutual, CUA was created by members for members and cares for them through the changes and challenges in their lives. CUA's growth and success enables reinvestment in the business, deepening the relationships with members and building stronger communities.

To support its 48 branches across Australia, CUA's technology team of 130 staff members manages over 700 servers across two data centers. The core banking platform is TCS Bancs, hosted on an IBM® Z® series mainframe with IBM® CICS® and IBM® Db2® communications and database servers. Along with the core banking platform are integration layer and member experience services such as online banking, mobile banking, and payment services.

Business Challenge

Like most companies today, CUA is increasing its focus on customer or member needs and requirements, with application enhancements to address those needs introduced almost monthly. With this dynamic growth come major impacts to data and processing requirements, from increasing daily transaction volumes, to deposits, withdrawals, and payment services on member digital channels. These larger data volumes have an adverse effect on overnight batch and database housekeeping windows.

CUA's technology teams saw significant opportunities to reduce long-running overnight batch jobs, reduce processing time for data refreshes, and remove risk to service availability and performance for critical core banking services to members.

CUA and BMC began to explore opportunities to reduce the complexity of its housekeeping tasks, as well as the end-to-end overnight batch window.

BMC Solution

After a rigorous four-month proof of concept (POC), CUA chose Recovery for Db2® to optimize its data recovery strategy and execution.

Recovery for Db2® is an intuitive, modern tool that helps companies recover from outages quickly while maintaining data integrity. It also allows technology teams to simulate disaster recovery scenarios for outage planning and compliance purposes.

The solution addressed one of CUA's operational goals by reducing the overnight batch window by over 40 minutes. The company expects a further reduction of at least another 30 minutes with phase two of its implementation, which will take advantage of concurrent image copy functionality whereby batch runs alongside image copies but still achieves a registered reference copy.

In addition, CUA has been able to take advantage of the solution's EXPORT/IMPORT functionality to populate a production-like environment in under three hours, as opposed to the company's normal refresh process of over 30 hours when using traditional methods such as unload and load.

During phase three, CUA will remove the overhead of its datamining DDF applications from production, supplying a 24-hour snapshot of the production LPAR instead, further reducing production activity with the EXPORT/IMPORT functionality.

Recovery for Db2® has allowed CUA to continue maintaining a high level of service for members, while automation capabilities are streamlining back-up and recovery processes. Other benefits include:

- During a recent production incident, **the fast environment refresh capabilities** of Recovery for Db2® allowed CUA to facilitate root cause analysis and remediation all within the same business day, dramatically reducing impact to members.
- The solution eases the burden on DBAs, who no longer need to dedicate weekends to monitoring the refresh process since it can be **completed in under three hours**.
- CUA can **proactively anticipate and reduce downtime** by simulating recovery times and running recovery health checks periodically.
- The Log Master and High Speed Apply components of Recovery for Db2® are used during change windows to generate SQL statements and help **simplify batch migration jobs, drop recovery, and database updates and audits**.



“ We would recommend BMC solutions. Almost every large mainframe organisation should have BMC products supporting their mission-critical applications. ”

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TO LEARN MORE

-  Visit the Recovery for Db2® web page
-  Read the Recovery for Db2® datasheet



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