



Dillard's satisfies retail customers with fast, efficient transactions

“ Our developers use the tool more because the interface is so easy to work with. ”

Marc Tougaw | Db2® Systems Programmer | Dillard's

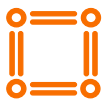


Dillard's



↓ 90%

less MIPS consumption



↓ 35%

less CPU usage



reduced change risk

Business Challenge

Like other retailers, Dillard's faces the challenge of processing transactions that require complex information about pricing, promotional offers, and loyalty discounts. If its mainframe-based IBM® Db2® database can't deliver fast, real-time performance for online and in-store sales—especially during holidays and other busy sales periods—quality of service and customer satisfaction can suffer.

BMC Solution

Dillard's has benefited from a range of BMC solutions, including BMC AMI SQL Performance for Db2®, BMC AMI Ops Monitor for Db2® (formerly MainView for Db2®), and BMC AMI Ops Monitor for CICS® (formerly MainView for CICS®). Dillard's uses these solutions to monitor Db2® systems, detect performance problems, and alert the IT staff to take corrective action before outages occur. The staff used the BMC AMI APPTUNE for Db2® component to create a “top 20” list of transactions that were the biggest consumers of MIPS.

Business Impact

BMC AMI SQL Performance for Db2® helps the staff identify poorly performing SQL quickly and easily. The staff has dramatically reduced the number of MIPS used to free computing power for complex transactions while postponing costly mainframe upgrades.

- SQL tuning efforts **reduced CPU utilization by 35%**.
- Better utilization allowed Dillard's to **avoid a costly CPU upgrade** that would have been required to handle today's complex transactions.
- A "what-if" capability helped **reduce risk from making changes** to critical applications.
- For one application, Dillard's **reduced MIPS consumption by 90%**.
- BMC AMI APPTUNE for Db2® enabled Dillard's to identify its top **20 most CPU-consuming applications**

“ By regularly using the BMC solutions to identify the top consumers of MIPS, we've been able to prioritize our efforts and start with the ones that would have the biggest impact on CPU consumption. ”

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Learn More:

- 🌐 Visit the BMC AMI SQL Performance for Db2® web page
- 🌐 Visit the BMC AMI Data for Db2® web page
- 🌐 Visit the BMC AMI Ops Monitor for Db2® web page
- 🌐 Visit the BMC AMI Ops Monitor for CICS® web page