



# Raiffeisen Informatik Center Steiermark GmbH Takes Control of Mainframe Costs



“ With BMC Cost Analyzer for zEnterprise<sup>®</sup>, customers will receive the same level of superior service with little or no increase in cost. ”

Mr. Stefan Hermann | Head of Data Center Management & Operations



**5%**

expected MLC cost savings



**24-month**

payback anticipated



**Significant reduction**

in overage costs

## Company Overview

Headquartered in Graz, **Raiffeisen Informatik Center Steiermark GmbH** is a full-service IT provider serving as the technology backbone for the Austrian finance industry, especially for Raiffeisen Styria, including over 260 banks and approximately 800,000 customers. As the service provider for one of the largest retail banks in Austria, Raiffeisen Informatik Center Steiermark GmbH faced a number of market and regulatory pressures that led the company to take preemptive action.

## The Business Goals: Predictability and Control for Mainframe Costs

On the mainframe, the company's main business applications consist of its core electronic banking system, including financing, sales, and distribution solutions, as well as security management and payment transaction systems.

Due to a growing need to digitalize the customer experience and provide 24x7 mobile banking access, Raiffeisen Informatik Center Steiermark GmbH introduced an app named "Mein ELBA." As adoption of the app increased steadily, the workload on the mainframe grew as well, as much as 10%-12% over just the previous two years. This escalation in user activity created workload peaks at busy times, posing a risk to other critical systems on the mainframe as well as the app's stability—and leading to a negative impact on user experience. As a result of this high unpredictability in usage, there was growing concern around the potential for cost overages that could be incurred when peak capacity was exceeded.

Being very cost-conscious, Raiffeisen Informatik Center Steiermark GmbH attempted to analyze its costs, but this also posed a challenge. The analysis relied on use of spreadsheets, which put a huge strain on staff and resources. This meant there was limited or no staff available to support other projects.

## The Solution: BMC Cost Analyzer for zEnterprise®



Given that cost control and proactive management for continued growth was a key business goal for Raiffeisen Informatik Center Steiermark GmbH, the company chose BMC Cost Analyzer for zEnterprise® as its strategic solution. The existing IBM software/hardware contract did not allow for much flexibility to accommodate growth, and Cost Analyzer helped them avoid expensive overage costs. Most appealing to Raiffeisen Informatik Center Steiermark GmbH is the ability to proactively forecast costs and run a simulation of changes to predict expenses. They can enter the expected workload growth or enter a peak-reducing workload change, and the simulator automatically calculates expected costs (increase or decrease). This provides the company with an automated risk management solution that eliminates the need for analyzing spreadsheets and frees up staff for other projects.

## Positioned for Growth without the Surprises

Since adopting BMC Cost Analyzer for zEnterprise®, Raiffeisen Informatik Center Steiermark GmbH has been able to take control of costs with greater visibility and predictability. In doing so, the company is able to better manage and optimize mainframe workloads during peak times. This helps to avoid the risk of incurring overages and any additional unforeseen costs while better allocating staff resources. Additional benefits include:

- Key insight into which workloads are running and when they're running, enabling staff to proactively identify workloads that can be rescheduled to run outside of peak times.
- Visibility to reschedule and prioritize processing power at peak customer usage times and ensure app stability with dedicated development and testing.
- Customers receive the same level of service and end user experience without an increase in Raiffeisen Informatik Center Steiermark GmbH's costs as response times are not affected by any slowdown of business applications.
- Transparent view of monthly license charge (MLC) cost drivers and ability to project/simulate upcoming mainframe contracts, avoiding any unexpected cost surprises.
- High granularity reporting without the need for manual work, freeing up staff for other projects, development, and testing.



Today Raiffeisen Informatik Center Steiermark GmbH uses BMC Cost Analyzer for zEnterprise® for nightly batch window reporting, identification of workload peaks for better balancing, and for IBM contract management and planning. As a result, the company is now better poised for continued business growth with greater peace of mind, visibility, and control.

**Learn More about**

 [BMC Cost Analyzer for zEnterprise®](#)