Delivering Operational Resiliency

How mainframe teams can ensure performance, availability, and optimization across their evolving environment
Executive Summary

There's no room for uncertainty in the competitive, fast-paced world of digital business. When customers expect exceptional service, new opportunities arise overnight, and market disruption is the order of the day, organizations depend on their mainframe to be ready for anything—any time, every time.

To meet these requirements, mainframe teams have to be able to ensure 24/7/365 availability while optimizing their systems for speed, agility, and ease of use. They face significant challenges along the way.

**Complexity.** In constantly changing, rapidly growing digital environments, it’s harder than ever to get complete visibility into system data, understand its full context, or act on it effectively.

**Unpredictability.** When mainframe teams are taken by surprise by one sudden problem after another, they can’t deliver the uptime the business depends on—much less focus their attention on higher-level strategic work.

**Inexperience.** Following a wave of retirements, decades of experience have left mainframe organizations—just as system management has grown more challenging than ever.
Evolving to an Autonomous Digital Enterprise

Ensuring operational resiliency is an essential part of becoming an Autonomous Digital Enterprise (ADE).

In an era of constant change and relentless competition, a true ADE achieves excellence through:

1. A transcendent customer experience
2. Automation everywhere
3. Enterprise DevOps
4. A data-driven approach
5. Adaptive cybersecurity

With faster time to market, better security, a more innovative environment, and greater cost efficiencies, an ADE is positioned for success in modern digital markets.
Turning Data into Actionable Intelligence

In working toward ADE status, the goal isn’t simply to gather as much data as possible. It’s to deliver the right data to the right people, at the right time, with the context and understanding to use it effectively.

Mainframe teams need to be able to see into every part of the environment—and also to see around corners and anticipate problems before they impact the business. New hires need to flatten the learning curve with built-in expertise, more intuitive ways to work, and intelligent automation that allows them to focus their attention where it’s most needed.

To deliver performance, availability, and operational resiliency while keeping systems optimized, companies need innovative capabilities to:

**Manage complexity and change through data analytics, actionable insights, and open borders.** By leveraging AI and machine learning, the ADE gains the understanding needed to prioritize efforts by business impact, optimize systems for performance and cost, plan for future needs, and prevent problems from disrupting service. Interoperability connects the mainframe and its processes to other enterprise frameworks and technologies for more seamless operations.

**Shift from reactive to proactive problem resolution.** Instead of learning of problems only after they’ve impacted service, organizations can use predictive alerts to find and fix issues while there’s still time to avoid downtime.

**Simplify systems management for a new generation.** An intuitive user experience across applications, heuristics, and workflows helps accelerate the skills of younger professionals while helping every team member work more efficiently.

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**Today’s Mainframe Agenda**

The top priorities of mainframe organizations reflect the need for new ways of working in the face of growing demands and a changing workforce.

- **Mainframe modernization**
  - 48%

- **Staffing and skills**
  - 46%

- **AI and machine learning**
  - 30%

2020 BMC Mainframe Survey
BMC AMI Ops

BMC AMI Ops® empowers IT with next-level mainframe operational resiliency, AI-powered observability, an intuitive user interface with embedded expertise, actionable insights, and enterprise platform interoperability.

**Key tenets of world-class data management**

Built for the Autonomous Digital Enterprise, BMC AMI Ops® simplifies management, speeds problem resolution, and supports data-driven decision making.

**With BMC AMI Ops®, you will:**

- Improve observability and understanding across your complex, constantly-changing mainframe environment to maintain operational resiliency and optimization.
- Resolve problems before they impact performance and availability to keep your systems—and your business—up and running.
- Enable your newest hires to work as effectively as industry veterans with intelligent automation, embedded expertise, and an intuitive user experience.

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**For more information**

To find out more about BMC AMI Ops, visit our website

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**About BMC**

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

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