



10-minute job creation

30% drop in maintenance costs

1000s of staff hours saved annually



## Instituto de Informática

### INDUSTRY

Government: IT Services

### CHALLENGE

Automate batch processing and consolidate scheduling and management to complete jobs reliably, increase staff productivity, and reduce operational risk and costs.

### SOLUTION

**BMC Control-M Workload Automation** simplifies and automates batch scheduling, empowering Instituto de Informática to support the social security agency's mission of assisting citizens in need.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

# Instituto de Informática unleashes automation to improve Portugal's social security systems and service for millions of people

## BUSINESS CHALLENGE

Instituto de Informática provides Portugal's social security agency with critical systems at over 500 locations for processing benefits applications, confirming eligibility, and ensuring that Portuguese citizens receive their pensions, unemployment payments, disability checks, and other government subsidies on time. The application support team manages more than 900 batch jobs that are critical to keeping relevant data accessible and manageable. They needed a sophisticated workload automation strategy to reduce processing delays and errors while improving operational efficiency and productivity.

## BMC SOLUTION

To meet increasingly complex batch processing needs and support the longer-term automation strategy, the team implemented BMC Control-M Workload Automation. The solution's rich functionality, simplicity, and automation facilitate reliable completion of batch jobs and deliver major productivity increases. Integration with Microsoft® Active Directory® is simplifying user management and automated file transfers are ensuring that benefit payment transactions and other large file transfers occur reliably.

## BUSINESS IMPACT

With Control-M, the application support team enjoys the advantages of advanced workload automation and management of batch processes from a single point of control.

- Scheduling capabilities and calendar interactions are **boosting productivity and saving thousands of hours of staff time** each year.
- **Deployment jobs are created in 10 minutes** instead of 3 hours.
- The updated scheduling tool has cut licensing and maintenance costs **by 30 percent a year**.
- **Self-service** saves schedulers up to **two hours a day** by enabling project managers to access job status information without IT assistance.
- Mobile interface will provide **self-service access from mobile phones**, giving project managers fast access at any time, from any location.

"Improving operational efficiency and reducing operational risk are crucial for an organization like ours," says Wilson Lucas, applications support manager at Instituto de Informática.

"Control-M enables us to get more done in less time and minimize risk by running jobs more reliably. And with self-service and the mobile interface for our project managers, we can do a better job of serving our customers while increasing our own productivity."