Beth Israel Deaconess Medical Center Keeps Patient Billing Systems Current with BMC

The BIDMC team exceeds SLAs with optimized mainframe data management

Company Overview

Beth Israel Deaconess Medical Center (BIDMC) of Boston, Massachusetts, is a teaching hospital of Harvard Medical School and a leading recipient of biomedical research funding from the National Institutes of Health. The hospital receives nearly 700,000 patient visits per year and manages a $250 million research portfolio.

The Business Goals: Meet SLAs and Customer Expectations for Speed, Efficiency, and Ease of Use

To support this very busy and critically important healthcare facility, BIDMC IT has urgent ongoing needs to improve processes and deliver against ever-tightening privacy and speed requirements. The hospital’s mainframe houses its billing systems databases, both online and archived, and is maintained by a dedicated staff of two database administrators (DBAs) and five system programmers. To have its medical billing systems updated nightly and available each morning by 7 a.m., the team needed a software solution that would enable them to complete maintenance and upgrades routinely, reliably, and quickly, and with their previous software in place, they had been failing to meet that target.
The Solution:
Data Management for IMS™ on z/OS®

After a careful and thorough evaluation of vendors, BIDMC chose BMC Data Management for IMS™ on z/OS® because of its specific and applicable functions and capabilities, its ease of use and efficiency, and its competitive cost.

Since implementing the BMC solutions, BIDMC has been able to meet its needs for database image copy and recovery, monitoring database growth, allocating direct access storage device (DASD) volumes, and isolating issues with its IBM® IMS™ databases. With this combination of some of BMC’s most versatile mainframe management products, including BMC Backup and Recovery Solution for IMS™, MAXM Reorg/EP for IMS™, MainView SRM Allocation, and BMC POINTER CHECKER PLUS, BIDMC IT has been able to drive operational efficiencies and exceed its customer SLAs.

Benefits

- With BMC Backup and Recovery Solution for IMS™, the team can image copy (backup) 15 or more databases concurrently, in one job, allowing them to add another set of online database image copies nightly, running two image copies each evening before and after batch processing, as well as image copying 15 sets of archived databases as needed.

- The tool’s point-in-time (PIT) recovery capability gives the team reassurance that they can recover any and all databases to specific times just by coding to key parameters on the job.

- Online users for BIDMC need system availability by 7 a.m. each morning—with MAXM Reorg/EP for IMS™, BIDMC IT has exceeded that SLA by up to 3 hours.

- The tool’s GUI allows easy monitoring of database growth and includes valuable tools that add ongoing flexibility.

- The team can image copy its mix of 30 large and small online databases in approximately 10 minutes.

- Its 15 sets of archived databases take under 90 minutes to image copy.

- All of BIDMC’s DASD volumes are allocated with MainView SRM in multiple pools, divided into test and production, avoiding any batch DASD allocation issues.

Learn More About BMC Data Management for IMS™ on z/OS®:

- Visit the Data Management for IMS™ on z/OS® webpage
- Read the BMC MAXM Reorg Solutions for IMS datasheet
- Read the MainView Storage Resource Management (SRM) Allocation datasheet
- Read the BMC Backup and Recovery Solutions for IMS™ datasheet