

CUSTOMER



INDUSTRY

Banking

CHALLENGE

Maintain quality and cost efficiency of z Systems

SOLUTION



RESULTS

- Reduced application resource consumption by as much as 95%
- Reduced resource consumption after release upgrade
- Empowered Ops, Dev and non-mainframe IT staff to quickly collaborate on problem resolution
- Optimally prepared for a future of rapid technological change
- Gained an expert partner in addition to the best available tool value

Top European Bank Chooses Strobe, Gets Results

BUSINESS CHALLENGE

s IT Solutions Austria is the IT services branch of the Erste Group, one of the leading financial services companies in Central and Eastern Europe with around 46,000 employees, 2700 branches and 16.2 million customers in seven countries. Maintaining the quality and cost-efficiency of the Erste Group's data center operations falls under their responsibilities.

In 2012, s IT Solutions Austria decided to outsource mainframe operations. This change caused the company to re-evaluate all of its mainframe vendor relationships to see if it could reduce costs by further consolidating with other vendors.

s IT Solutions Austria was already using Compuware Strobe to analyze the behavior of its mainframe applications, and it valued the capabilities Strobe provided. "It is important for us to keep our MIPS consumption as low as possible," explains the Head of Mainframe System Services at s IT Solutions Austria. "Strobe helped us accomplish this by enabling us look at the resource consumption and identify actions we could take to reduce that consumption."

Nonetheless, s IT Solutions Austria considered migrating to a competing solution to save money. Therefore, they challenged this solution and Compuware to help them understand the value of their respective products in the context of their associated costs.

SOLUTION

s IT Solutions Austria started their evaluation process by reviewing its requirements with local technical specialists from both companies. As is the case with most financial services companies, the Erste Group has seen mainframe transaction workloads and the overall complexity of its IT environment increase substantially as a result of online banking and mobile apps. The ability to identify and resolve mainframe resource consumption issues became an essential part of both controlling costs and safeguarding the application service levels that play such an important role in customer satisfaction.

s IT Solutions Austria also required management solutions that can support its mix of different programming languages and database applications. Still another requirement was ease-of-use—especially for younger IT staff with little or no mainframe experience. "Today's IT professionals are used to working with graphical interfaces, rather than 3270 'green screens,'" notes s IT Solutions Austria. "We therefore need System z monitoring and management tools that next-generation staff can quickly start using with maximum effectiveness."



s IT Solutions Austria was also concerned about integration. For example, when the company's Operations team gets a notification about a possible abend, it is important to be able to quickly pass that notification—along with all relevant data—to the Development team in order to resolve the issue as soon as possible.

Strobe clearly surpassed the competition across all of the decision criteria. It delivers rich insight into application behavior and resource utilization for both transactional and Batch-processing applications in all of the used environments. Its easy-to-use interface is as intuitive for distributed staff as it is for mainframe specialists. And it provides the integration that is so important for fast, accurate problem resolution across Ops and Dev teams.

"With Topaz Workbench, we can integrate all of our Compuware tools—including Strobe, File-AID, Abend-AID and Xpediter—into a single, seamless collaboration environment," says the Head of Mainframe System Services at s IT Solutions Austria. "Competing products could not offer this level of integration. Additionally, Compuware products have an easy-to-use interface that works for both mainframe and distributed developers."

The ongoing investment that Compuware has made in continuing to evolve Strobe was another point in Compuware's favor—as was the responsive personal support that s IT Solutions Austria consistently received.

"Because the pace of change in technology is so relentless, you really have to think about the future when you're making sourcing decisions," notes s IT Solutions Austria. "Based on our careful evaluation, it was clear that Compuware was the partner most committed to addressing future change—as well as offering us the best tools for our immediate needs."

RESULTS

s IT Solutions Austria's decision to stick with Compuware paid off right away. Shortly after the renewal of Strobe, s IT Solutions Austria decided to monitor the impact of the release of the application development engine on its environment. The team immediately discovered that resource consumption had jumped more than 10%. Using Strobe, some of the reasons for this increase were identified and s IT Solutions Austria was able to reduce the increase to 5%.

On the application side, s IT Solutions Austria faced some additional resource consumption, so the company used Strobe to quickly pinpoint the source of the additional MIPS consumption. They found that the problem was caused mostly by the SQL statements of a single security program. The program searched for market prices in the database, but because the search was not correctly programmed, its running time kept growing. This adversely impacted end-of-period processing, which could have had serious business consequences for the Erste Group if it had prevented the company from fulfilling its next-day reporting requirements.

When the problem was found, s IT Solutions Austria immediately took action to resolve it. That action did not just recover some incremental capacity. It actually reduced the MIPS consumption for the program by a staggering 95%.

s IT Solutions Austria continues to achieve excellent results with Strobe and the rest of its Topaz Workbench solutions. Just as important, Compuware is supporting s IT Solutions Austria's System z optimization efforts with a variety of insights and best practices that help keep costs down and performance up.

The Mainframe Software Partner For The Next 50 Years

Compuware empowers the world's largest companies to excel in the digital economy by fully leveraging their high-value mainframe investments. We do this by delivering highly innovative solutions that uniquely enable IT professionals with mainstream skills to manage mainframe applications, data and platform operations.

[Learn more at Compuware.com.](https://www.compuware.com)

© 2016 Compuware Corporation. Compuware products and services listed within are trademarks or registered trademarks of Compuware Corporation.