

Case Study: EU Bank Upgrades ITOA Solution to Ironstream for Splunk

Challenge

This Europe-based banking and wealth-management firm, with operations in over 50 countries, knew the value of enhancing its IT operations analytics (ITOA) solution by bringing operations log data from its distributed IT systems into the Splunk® Enterprise platform. Understanding how the addition of mainframe machine data to the Splunk platform could further improve IT ops and lead to a distinct competitive advantage, the bank had gone to considerable lengths to develop in-house software and processes to get a sampling of SMF (System Management Facility) record types from the z/OS environment into the Splunk platform. The results validated the anticipated value but left a lot to be desired. They still had to use time-consuming manual processes to assemble workload and IMS performance data for analysis. That involved extracting operations log data from various z/OS subsystems and loading it into Excel spreadsheets for subsequent analysis.

Real time it was not.

Aside from real-time monitoring and visibility, they also wanted to be able to analyze USS logs as well as several more relevant SMF record types, and they wanted the capacity to forward up to 20 gigabytes per day of the insight-generating data from as many as 34 LPARS — requirements that their home-grown tool and processes couldn't meet.

Solution

Wanting the best solution, the bank began to evaluate Precisely Ironstream — the leading provider of real-time access to mainframe machine data to the Splunk platform. In the course of this evaluation they were putting Precisely's engineering team to the test with a variety of scenarios and requirements.

That proof-of-concept exercise, together with the proven track record of the product itself, sold the financial services leader on Ironstream as the ideal mainframe-access solution for ITOA for the enterprise.

Results

The bank's ability to be more responsive to changing client needs and to gain better control over IT operations and costs have been improved several ways, including:

- Manual processes for extracting operations data from the mainframe and loading it into Excel spreadsheets were eliminated.
- The range of relevant records available for analysis in Splunk Enterprise was greatly expanded.
- Visibility into IMS performance, including CPU consumption, transaction counts, CPU delays, and response times based on IMS class, was substantially improved, positively impacting cost-control efforts and reduction of MTTR (mean time to recovery).
- A real-time view into the performance to client-facing applications was enabled.
- All USS logs were consolidated into one place with a single dashboard displaying all error situations and enabling improved IT troubleshooting.

To learn more about ITOA improvements with the industry-leading Ironstream for Splunk® approach, visit: www.precisely.com