precisely

Customer Case Study:

How Syncsort™ Allocation Control Center helped one of the largest financial services companies in the world

Take back control over its storage management systems

About the client

One of the largest financial services companies in the world with more than $10 trillion in assets under management.

Client IT environment

This client had several dozen production and many more test LPARs in several data centers located around the U.S., primarily in Texas.

Users supported

The environment supports hundreds of analysts and tens of thousands of end-users. A system-level product, Syncsort™ Allocation Control Center or ACC can examine each file selected for use to ensure consistent standards across this vast computing landscape.

Client problem

Having been in business for more than half a century, the client's legacy systems were governed by JCL that was older than many of the system administrators themselves. The client needed subject-matter expertise in IBM® z/OS® and the ability to regain control of its most valuable storage system without the need to make risky changes to JCL. They approached Precisely because of our reputation as a solutions provider with more than 1,000 satisfied, z/OS customers around the globe.

Client objectives

Like many large enterprises with decades-old legacy systems, this client has ongoing initiatives for systems modernization. They needed to add automation to some repeatable storage management tasks that would allow for more rapid migration and smoother deployment of new technologies as part of their modernization initiatives.

The automated storage management solution, Syncsort™ Allocation Control Centre, brought several key capabilities to this client's modernization initiatives:

1. Provided a centrally managed set of policies for datasets – no longer was the customer managing dataset policy through a series of emails and memos.

2. Dataset policies could be maintained in a simple, easy-to-learn policy rules engine provided by ACC. The language within the rules engine made it easy for system programmers to make changes to jobs and datasets without being JCL experts or actually modifying any JCL.

3. Provided detailed real-time information about dataset contention in production jobs, allowing analysts to react immediately, eliminating the need for costly analysis and restarts.

4. Automatically handled retention periods for tape datasets (for test or production, GDG or non-GDG, and others).

5. Provided capability for automated alerts and impact analysis with the capability to weigh the results of scheduled changes.

For an enterprise organization in a regulated industry, disruptions, downtime and non-compliance are unacceptable. Recognizing the need to minimize risk, this client needed a solution that was easy to learn, quick to deploy, and came with a highly competitive total cost of ownership. Precisely delivered this and much more.

For any Tier 1 customer support issues, the customer is able to speak to a human on the phone who has the expertise to answer any questions without requiring cumbersome escalation through multiple levels of support. There are no endless automated phone system prompts and endless waiting periods to speak with a live support technician. This is all part of the normal Precisely customer experience.

Results after software deployment

Once the client implemented the storage management utilities, they were able to run more reliable jobs with fewer failures. This client depends on the software products to enforce SMS standards and prevent unwanted time/resource-consuming disk allocation and disk space errors.

What's next in support for this client?

Precisely continues to work with the client to identify additional areas that could benefit from dynamic standards, enforcement, and identification of standardization errors, and provide early warnings and alerts of potential allocation problems such as enqueue errors and RLS resource issues. The return on investment has been quickly realized in better uptime and automating system tasks that team resources were previously providing.