



250K accounts processed

99.9% faster job restarts

\$475K delayed spend



Central Technology Services

INDUSTRY

Financial Services: Banking

CHALLENGE

Deliver superior service with optimal efficiency while maintaining compliance.

SOLUTION

BMC MainView and BMC Control-M Workload Automation help ensure 24/7 access to banking systems and data.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.

BMC – Bring IT to Life

Central Technology Services (U.S.) levels the playing field in a competitive banking marketplace with streamlined service delivery

BUSINESS CHALLENGE

Central Technology Services (CTS) provides operational and IT support for the 13 affiliate community banks of Missouri-based Central Bancompany. Despite dealing with a highly complex IT environment that encompasses IBM® z/OS®, IBM® CICS®, IBM® DB2®, IBM® WebSphere MQ®, and Linux platforms, CTS maintains 24/7 availability, ensures on-time delivery of data to mainframes each day, and adheres to all applicable regulatory requirements.

BMC SOLUTION

CTS relies on BMC MainView as a central point of control for monitoring and management across multiple mainframe computing environments. BMC Control-M Workload Automation offers single-point automation and management of job scheduling across disparate systems to ensure that batch processes are completed within the batch window.

BUSINESS IMPACT

The BMC solutions enable CTS to maintain high availability and optimize resource utilization for maximum value. Integration between the BMC solutions permits rapid detection and notification of batch issues. Working together, the solutions improve reliability and contain costs by increasing staff productivity and optimizing mainframe utilization.

- Through automation, CTS **delayed \$475,000 in spending on mainframe upgrades** for three years.
- Automation of job restarts slashed **restart times from five minutes to five seconds**.
- Simplified restart eliminates the need to incorporate restart logic into JCL, **speeding development, minimizing coding errors, and facilitating new programmer training**.
- Cross-platform support **automates and simplifies the scheduling of jobs** that span z/OS, Linux, and Windows systems.
- Swift detection and notification of batch issues enables IT to move proactively to **avoid outages**.

“BMC does a good job of taking care of customers. When we call with a problem, we get help right away,” says Jerry Kolb, manager of systems and operations at CTS. “The executive briefings keep us informed and give us an opportunity to mingle with other customers. And BMC’s continued investment in developing the solutions assures us that we’ve picked the right partner.”