BMC MainView: Holistic Systems Management Made Possible
In addition to driving up transaction volumes, velocity, and volatility in your workloads, these changes threaten to negate the knowledge your team has relied on for years to monitor, manage, and optimize the mainframe. Experts with deep knowledge of your systems used to be able to keep up, but it’s no longer possible—the change is just too fast. At the same time, many of these individuals are approaching retirement, leaving you with a younger, less-experienced workforce that simply doesn’t have the bandwidth to specialize like their predecessors.

You could attempt to absorb these changes by relying on a dwindling number of specialists to create and manage custom scripts and automation routines. You could use low-cost monitors. Or you could outsource, move to the cloud, or hire more people. But these options are risky and expensive. They won’t reduce the risk of outages, or protect your vital systems. They won’t make it easier to manage volatile, complex new workloads. And they won’t provide the flexibility you need to innovate and maintain a competitive advantage.

To support the modern mainframe, you need to take a much more holistic approach to systems management. Instead of relying on commodity monitors, siloed views, reactive processes, custom manual scripts, and a shrinking group of experts, you need a proactive approach: one that leverages analytics, automation, and built-in intelligence to help you find, detect, and fix issues sooner.

Volatility Becomes the Norm

Mobile applications and digital business practices have effectively rewritten the way you operate.

The inability to keep pace with the rate of change  An overly reactive approach to problem solving  Proliferating silos across the mainframe ecosystem

To make that happen, however, you’ll first have to address the critical challenges impacting your mainframe environment:

Here’s how ...
Your Challenge: Rapid, Unmanageable Change

The dramatic rate of change impacting your systems and workforce can benefit your business. But it can also increase the risk of outages, threaten SLAs, and stifle innovation.

To manage this—and continue meeting your users’ demands—you have to rapidly roll out new and differentiated offerings, while embracing emerging technologies before the competition.

To do that successfully, though, you’ll need the right tools and processes. Without the ability to monitor the environment across the organization, continually learn from change, and proactively spot and address potential issues, you won’t be able to reduce your risk of outages. Nor will you be able to efficiently manage volatile, complex new workloads. And you won’t have the flexibility needed to innovate in ways that drive a sustained competitive advantage.

88% of organizations report stable or increased workload volatility and transaction volumes, while 86% saw stable to increasing speed of application change.¹
The BMC Solution: Embrace the Change

Change is inevitable. And whether it strikes the workloads you manage, the systems that run them, or the staff that supports it all, your ability to understand and anticipate change is vital. With BMC’s MainView, you’ll embrace change confidently, and use it to drive new innovations.

With intelligent, fill-in-the-blank, self-documenting forms, you’ll easily build and implement automation rules designed to keep all necessary system resources available—and help your team find and fix problems before they affect critical business services.

Plus, with the help of user-defined smart alarms, you’ll analyze changing conditions, send notifications as appropriate, dynamically make any necessary updates, and enforce thresholds that align with your unique workloads and patterns, making it easier to detect, prevent, and mitigate problems.

And because you can start and stop systems with the touch of a button, you’ll give your team more time to focus on projects that help to improve application availability, drive digital engagement, and differentiate your organization from its competitors.
Your Challenge: Reactive Problem Solving

To prevent problems in your mainframe environment, you need to be proactive.

But without the resources to support such an approach, your technicians will have to execute multiple time-consuming steps just to determine a problem’s root cause. Worse, they may have to recreate the problem—or even wait for it to happen again—just to understand the source of the issue.

Not only does this lengthen resolution times, it also wastes valuable human and system resources you could have dedicated to more productive efforts.

Plus, the longer it takes to solve a problem, the likelier it is that your customers will be affected. This can cause them to take their business—and potential revenue—elsewhere. And should they choose to voice their displeasure on social media, your company’s reputation could suffer. In other words, by the time you find the problem, it may already be too late.

“Human capabilities, deductive reasoning, and limited data analysis capacity are constraining IT operations from gaining the level of agility and insight required to support digital business.”
The BMC Solution:
Automatically Prevent Problems

It’s simple: the sooner you can learn about an issue, the stronger your ability to limit its impact on internal and external users alike. With MainView, you’ll be able to adopt a proactive stance that helps you protect your organization’s revenue potential and brand reputation.

With the ability to automatically collect diagnostic data whenever a failure occurs, you’ll prevent your staff from wasting time and resources attempting to recreate issues. Instead, they’ll quickly zero in on the root cause of a problem. As a result, you’ll improve availability, mitigate the risk of missed SLAs, and eliminate costly, time-consuming diagnostic activities.

And with the help of integrated, proactive automation and monitoring tools, you’ll empower both new and more experienced staff members to quickly create and deploy rules that increase system and application availability. By following an approach designed to prevent the problem from occurring again, you’ll build a self-healing system that enables your staff to focus on more important matters.
Your Challenge: Slow Resolution Times

The mainframe is without a doubt a core component of the digital business.

As the hub for your critical applications and processes, it determines how you go to market and interact with internal and external consumers. And it’s become even more vital as stringent new customer expectations push you to uphold faster and faster SLAs. Despite this, your systems and data still reside in multiple technology silos that are managed vertically and operate in isolation.

Additionally, you no longer have people with the same breadth and depth of knowledge on staff as you did just a few short years ago.

And with the demand on your remaining team members increasing exponentially, it’s become incredibly difficult for them to resolve issues in their own areas—let alone across silos. So when a problem occurs, your teams may need to use several unique, non-integrated tools to determine what happened, leaving them to wait days to find the root cause. And every extra minute it takes to resolve a problem brings you one step closer to a missed SLA—or, worse yet, an undetected security breach.

“Organizations that rely on domain-specific availability or health monitoring find that neither IT staff nor line of business have the visibility required to support modern services.”

BMC MainView: Holistic Systems Management Made Possible
The BMC Solution:
Fix Faster

When disparate teams manage discrete aspects of your mainframe environment as if each were a standalone entity, it impedes visibility, slows performance, and limits control. But with MainView, you’ll stop working in silos and start viewing and managing every aspect of your environment as part of a holistic unit.

With the help of MainView’s centralized architecture, you’ll enable your team to work across multiple mainframe technologies—and collect both real-time and historical data—following a consistent look and feel. By integrating systems management in this manner, you’ll overcome budget and staffing shortfalls, increase the efficiency of the staff you have today, and make it easier for tomorrow’s team members to make immediate contributions.

And by building a focal point through which you can manage your entire mainframe ecosystem, you’ll have a centralized, consistent means of viewing all resources and business-related metrics, regardless of the source. This way, you’ll empower everyone on your team—from seasoned veterans to the newest mainframe professionals—to shorten recovery times and swiftly return applications to expected levels of performance.
Why BMC?

With MainView, you can adopt a truly proactive stance—one that spans systems, technologies, and people. With MainView, you’ll manage your mainframe holistically, reducing unplanned outages while providing better availability. You’ll give your staff the single point of control they need to more effectively track and manage performance, identify potential issues, and fix problems before they affect critical services. And in the end, you’ll reduce your mainframe spend, so you can manage the environment much more cost-effectively.

With BMC, you can:

**Embrace change with confidence:** By relying on the unique combination of intelligent automation, smart alarms, and the ability to start and stop systems with a simple button press, you’ll respond to changing business conditions faster than you ever thought possible.

**Proactively and automatically prevent problems:** By capturing diagnostic information the moment a failure occurs, your staff can quickly fix the problem today—and be better equipped to ensure it doesn’t happen again tomorrow.

**Find and fix issues faster:** By unifying multiple mainframe technologies and enabling your team to view the environment as a single unit, you’ll identify, isolate, and fix issues well before users report them to your service desk.

To learn more, please visit our web site.