

IT'S BEFORE DAWN

...and inside the IT infrastructure of an online retailer, your business seems to be running smoothly, but it's not. Uh oh, this could take all day.



> 5:45 a.m.

Following a high-volume online transaction day, all batch jobs appear to be running within allotted thresholds.

> 5:46 a.m.

However, **BMC Batch Impact Manager** detects an otherwise invisible problem: The jobs will not finish by 6 a.m., meaning inventory will not be updated. The solution alerts the help desk.

> 5:51 a.m.

The technician on call receives a text message, accesses **BMC MAINVIEW Explorer** via a browser at home, logs on to **BMC MAINVIEW Transaction Analyzer**, and begins to isolate the root cause.

DETECT BUSINESS-CRIPPLING PROBLEMS, EVEN WHEN YOUR BUSINESS SEEMS TO BE RUNNING SMOOTHLY.



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THE GOOD NEWS

You have been able to detect that your business systems are in jeopardy. The bad news: You still need to isolate the problem ... and fast.



> 5:52 a.m.

Using **BMC MAINVIEW Transaction Analyzer**, the technician reviews the transactions sorted by longest elapsed CPU time and clicks on a potential trouble spot.

> 5:55 a.m.

The diagnosis is confirmed: The problem lies within DB2.

> 6:01 a.m.

Having isolated the issue as a DB2 problem, the technician hyperlinks to the **BMC MAINVIEW for DB2** console to begin the needed changes.

DON'T WASTE PRECIOUS MINUTES GUESSING.
ISOLATE YOUR BUSINESS PROBLEMS QUICKLY.

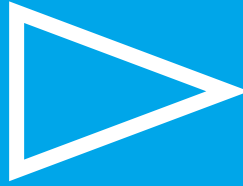


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YOU'RE ALMOST THERE



You have detected and isolated the problem. Now it's time to fix it and get it out of the queue.



> 6:02 a.m.

Using **BMC MAINVIEW for DB2**, a look into the SQL statements reveals that a highlighted statement is occupying a large amount of CPU resources.

> 6:04 a.m.

From there, it's a quick hyperlink to **BMC SQL Performance for DB2**, which details the necessary fix and even recommends permanent SQL changes that later can be made by a DBA.

> 6:09 a.m.

Success! The problem is averted and batch jobs have completed within their allotted time. The inventory is updated, the online ordering system is unaffected, and the business continues to run smoothly.

GET THE MOST POWERFUL TOOLS TO DETECT, ISOLATE, AND FIX YOUR BUSINESS-CRITICAL MAINFRAME PROBLEMS.

Scenarios such as this can happen every day in your business. BMC offers the most comprehensive and integrated set of tools to help you get the most out of your environment. And with 25 years of experience, and one of the largest R&D investments in the industry, BMC is committed to providing exceptional mainframe solutions. It's one of the reasons that 90 percent of Fortune 500 companies and 95 percent of the Forbes Global 100 rely on BMC solutions.

To see how BMC can help you better manage your mainframe environment, visit us online at: www.bmc.com/mainframe



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