



BMC Batch Impact Manager

Batch management from a business perspective

KEY BENEFITS

- > Manages critical batch processes from a business perspective
- > Proactively detects potential delays and errors in the batch business process to avoid interruption of business services
- > Allows you to prioritize the resolution of delayed or failed batch business processes based on their business impact
- > Ensures the on-time completion of batch processing and availability of business services

Mission-critical business services depend on multiple IT components to run complex business processes in a specific order and at a specific time. Ensuring on-time completion of these business processes is critical and poses the main challenge for organizations striving to provide quality service to their end users and business partners.

BUSINESS CHALLENGE

The failure or the late completion of critical batch business processes directly affects your organization's business performance and ability to function. When a batch process failure occurs in your IT environment, you may not immediately realize the impact to your business. Is this a low-priority issue or will it cause your business to lose millions of dollars?

THE BMC SOLUTION

BMC Batch Impact Manager from BMC Software ensures the successful, on-time completion of critical batch business processes. It extends the industry leading scheduling capabilities of BMC CONTROL-M solutions by proactively determining the business impact of a failure or delay in a batch process, allowing users to define and manage batch flows on a business process level rather than on a job level. By understanding the business relevance of your batch processes, you can ensure that errors in execution will be prioritized and resolved according to business impact — so your critical business services remain available.

BUSINESS PROCESS DEFINITION

Achieving batch management from a business perspective begins with identifying your most critical business services, their related critical batch processes, and the batch jobs that facilitate them. The BMC Batch Impact Manager user then defines a new critical job representing the critical business process. All predecessors of the critical job in the process flow are considered part of the critical service. The critical jobs are assigned with various attributes related to their completion time requirements — such as a job submission time limit and a “Must Complete By” time definition — as well as proactive alerting attributes.

MONITORING YOUR MOST CRITICAL BUSINESS PROCESSES

Once critical batch processes are identified, BMC Batch Impact Manager dynamically tracks the status of the critical jobs and calculates the status of each. By scanning the jobs related to the business process, the product can determine in advance that a certain process may fail, giving the system administrator time to first prevent the problem. Furthermore, this product's innovative algorithm can predict the delay of a business process, using job information and statistics from previous executions to determine if a service will complete on time, early, or late. If the calculated completion time will not meet the “Must Complete By” time definition, a delay is identified and a predefined proactive alert is sent. This innovative approach for batch management assures your recovery actions will be prioritized according to the importance of the business service at risk.

TAKING PROACTIVE ACTIONS

When critical business processes are at risk, a quick response can be the difference between getting back to business and going out of business. BMC Batch Impact Manager proactively detects potential delays and errors in the batch business process and ensures corrective actions will take place before the business service is affected. When a delay or failure is detected, the product can:

- > Send an alert to the BMC Batch Impact Manager Web interface; This Web application lists all services and their current status allowing you to:
 - o Monitor your services at any time from any place and determine the status of each

BMC BATCH IMPACT MANAGER IN ACTION

- > Before the market opens, a trading system must be available to traders and investors at 7 a.m. Failing to bring this service up on time can cause a delay in reporting transactions to the stock exchange, which will eventually lead to costly fines for every late transaction.
- > To ensure that the trading system is available at 7 a.m., the BMC Batch Impact Manager administrator defines the critical business service and its associated batch jobs with a "Must Complete By 06:30" attribute.
- > At 2:30 a.m., during a database failure, the product immediately detects that the timely completion of the critical batch process is at risk.
- > The product sends alerts to BMC CONTROL-M users and to the BMC Service Impact Manager, warning of the potential delay and the associated risks to the availability of the business service.
- > At 5:30 a.m., the problem is resolved and the "Must Complete By" jobs are on schedule.
- > At 7 a.m., the delay has been prevented and the trading system is fully operational.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.

- o Perform initial analysis of the problem and status of the service
- > Send an alert to the BMC Service Impact Manager
 - o The "services" view displays information only about services that are currently problematic
 - o The status of the service can be determined by the severity of the event
- > Send an alert to the BMC CONTROL-M/Enterprise Manager alert server
- > Send an alert via SNMP to any external exception handling system
- > Trigger corrective actions, such as job submission, to bypass the delay and ensure the continuation of the batch process flow

ACHIEVING RAPID ROI

BMC Batch Impact Manager ensures rapid ROI through easy implementation and reduced operational costs. Integration with an existing BMC CONTROL-M environment is very easy and allows companies to leverage their previous investment and predefined definitions.

Because BMC CONTROL-M is already managing the batch environment, this implementation extends current capabilities without a complicated deployment, saving both time and money. Furthermore, because BMC Batch Impact Manager uses the business logic and statistical information on the batch environment already gathered by BMC CONTROL-M, benefits are immediate.

SUMMARY

Batch processing and background job scheduling play a key part in automating an organization's business services. Batch-related failures or external events may cause delays in batch processing that affect the completion time and accuracy of business processes. Such delays and their potential effect on the business must be detected and analyzed before business is adversely impacted.

With BMC Batch Impact Manager, critical batch business processes can now be managed and monitored from a business perspective — elevating them to a new strategic level. By understanding the business relevance of batch processing, you can manage what matters and ensure that handling errors in the execution of critical processes will be prioritized and resolved according to their business impact.

Name	Order Date	Total Jobs No.	Progress	Status	Details	Current Estimate to Completion	Deadline
Deposits Report	12:55:35 16/08/2004	6	16%	Service is Running		13:11:18 16/08/2004	23:00:00 16/08/2004
Send order	12:55:36 16/08/2004	4	25%	Service is late	Job "Check warehouse" sho...	13:01:11 16/08/2004	12:58:36 16/08/2004

One or more of the jobs in this service have no statistics.
The information may be out of date. The connection with CONTROL-M was lost.

BMC Batch Impact Manager Web GUI allows you to monitor critical business services at any time, and any place.



To learn more about how BMC can help activate your business, visit www.bmc.com or call (800) 841-2031

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