

IBM reduces costs of its mainframe environment with service management initiative

Overview
IBM IT Delivery Armonk, New York www.ibm.com
Industry <ul style="list-style-type: none"> Computer Services
Products <ul style="list-style-type: none"> IBM® Tivoli Enterprise Console® IBM Tivoli® Monitoring IBM Tivoli OMEGAMON® XE on z/VM® and Linux® IBM System z®
For more information ibm.com/tivoli

“By using IBM Service Management solutions to increase system utilization, we can avoid investing in and powering unneeded hardware. This contributes to greater energy efficiency and lower energy costs.”

—Chris Young, Linux on System z Specialist, IT Delivery, IBM

IBM invents, develops and manufactures IT products, including computer systems and software, system networks, storage hardware and microelectronic products. With approximately 329,000 employees and thousands of business partners worldwide, IBM operates in more than 150 countries and generates nearly US\$96 billion in revenue annually. The IBM IT Delivery organization provides technical services and support for the IBM Global Account.

Challenge

As part of the IBM Project Big Green, IBM is consolidating roughly 3,900 servers to approximately 30 IBM® System z® mainframes. This reduction will not only reduce the management burdens for the associated systems but also yield improved server efficiency, higher utilization levels and reduced energy usage. Charged with overseeing this newly configured mainframe environment, the IBM IT Delivery organization wanted to apply the latest monitoring technology to optimize performance, availability and server utilization.

Solution

The IT Delivery organization deployed IBM Service Management solutions that help IT staff proactively and quickly identify and respond to issues in and utilization of its System z environment and related applications. By doing so, administrators can address problems before they impact users and deliver a higher quality of service while reducing the number of personnel needed to support the environment. This application availability solution supports IBM’s green initiative as well. By helping improve system utilization, the IT Delivery organization helps IBM avoid investing in and powering unneeded hardware.

IBM Tivoli® OMEGAMON® XE on z/VM® and Linux® software (with IBM Tivoli Monitoring 6.1) is used to collect performance and monitoring data on the mainframe hardware, ranging from processor performance to memory availability. And with such a complex mainframe architecture—averaging 60 SUSE Linux instances running under the IBM z/VM operating system on 10 to 15 physical servers—the organization also uses Tivoli OMEGAMON XE on z/VM and Linux software to gain greater visibility into server utilization and the overall health of each logical partition.



Using IBM Tivoli Monitoring agents, IBM IT Delivery extended its monitoring efforts to the application layer. The monitoring agents allow the IT Delivery organization to collect deep performance and usage information regarding a number of hosted applications, including IBM WebSphere® Application Server, IBM HTTP Server, IBM Lotus® Domino®, IBM WebSphere MQ and IBM DB2® software. IBM Tivoli Enterprise Portal 6.1 software provides IT administrators with real-time insight into this information through a centralized monitoring interface. This interface, besides displaying monitoring summaries, offers users the ability to drill down into the performance and statistics regarding specific devices and components. To monitor events or any related issues, the business also uses IBM Tivoli Enterprise Console software.

Benefits

- Reduced operational costs through improved staff efficiency
- Increased system utilization to avoid investing in and powering unneeded hardware
- Decreased service disruptions through increased visibility

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