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Bank of China is a leading financial institution in China. To monitor the IT systems of the company, Bank of China embraced CICS Event Processing technology, which enables the bank to respond with agility.
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IN THE BEGINNING

Bank of China (BOC) is the oldest and one of the largest existing banks in China.

BOC were experiencing difficulties identifying performance issues in their CICS environment, due to its size and complexity. After noticing MAXTASK had been reached, they would print a performance report for further analysis.

Resolving the issue was hindered because of the need to determine when exactly MAXTASK was reached, before corrective action could be implemented.
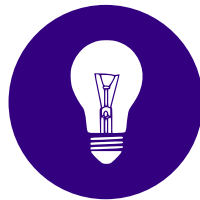
THE BIG IDEA

The IBM team suggested BOC implement Event Processing to monitor the system active task number.

This solution would enable the client to receive a warning message on a given device, whenever MAXTASK reached a specified threshold. Allowing them to print a performance report closer to the time of the event, eliminating the time taken isolating when the issue occurred.

BOC were interested in the solution but had no experience using Event Processing, so were cautious to proceed without the assistance.

TAKING ACTION

The IBM team guided BOC during the implementation of the Event Processing into their IT systems, ensuring best practice and a trouble-free deployment.

IBM were able to offer expert advice on adapter selection, tailoring the solution to meet the performance requirements of BOC.

RESULT!

CICS Event Processing was successfully adopted by the customer.

BOC were pleased with the outcome, as it enabled them to get better control over their systems in an agile manner, ensuring service level agreements would be met.

Through this collaboration BOC not only developed an innovative solution to their system monitoring, they gained expert knowledge which they now share as industry leaders.

In a sentence? Smarter monitoring enables Bank of China to respond with agility.