

# CHANGING THE GAME: TOP TEN REASONS TO CHANGE YOUR WORKLOAD AUTOMATION SOLUTION

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If you've been to various sporting events, you're probably familiar with the different strategies that coaches employ when their teams are trailing behind. The astute coach is responsible for coordinating the activities of the players and making decisions throughout the game. The coach knows that pursuing a predetermined plan that isn't working will not give the desired results. Sometimes the coach has to take a new direction. This may involve changing the order in which certain players will be brought in or rotated out. Or it might mean bringing in new players. Because when the game isn't working exactly as planned, it's time to change the game.

Making a strategic change to get the results you need is just as important in IT organizations. Just as a team is more likely to succeed with a strong coach, an IT organization can achieve the desired results by understanding when it's time to make the right change in technology.

## What's the Current Situation?

One of the greatest opportunities for IT organizations to deliver greater value to the business is to look for a more effective way to process workloads, which may require moving to a comprehensive, integrated workload automation solution. Most business services depend on timely, efficient, error-free batch processing, and, as a result, you probably already have one or more job scheduling or workload automation solutions in place. However, if your scheduling processes are not standardized and automated across diverse platforms, you may experience

outages and incidents that affect critical business services. You may also struggle with process inefficiencies because IT processes are not integrated with business priorities.

Multiple platforms and applications require a diverse skill set to manage and maintain, with the associated training costs. Add the complexity of virtualization to the mix, and you face even greater challenges. You need to be able to quickly and easily change priorities for workload execution, track workload processing problems, set support priorities based on business requirements — using both the physical and virtual IT infrastructure — and report on changes made to processing.


Finally, if yours is like many IT organizations, you are also facing the challenge of meeting the performance and availability required by the business, with a limited budget.

## Why Change to a Workload Automation Solution?

A variety of factors can motivate IT organizations to move from one or more job schedulers to an updated workload automation solution. Here is a discussion of the top ten reasons to move to a comprehensive, integrated approach to workload automation.

1. **Increase your span of control:** With a single, integrated solution, one person can manage all of the workload automation workflows from one console. Your staff will not have to log on to multiple servers, and multiple people won't need to coordinate multiple workloads. This isn't possible with multiple solutions or an outdated job scheduling solution. A single solution is also key to proper integration across platforms and applications. If you don't have a comprehensive view, you will not be able to see all of the information you need to make these decisions.

With a single console, you get an enterprise view that will help you prioritize workloads according to their importance to the business. You can also get notification of potential service delays so that you can address an issue before the service is affected.



A variety of factors can motivate IT organizations to move to an updated workload automation solution.

2. **Align with business priorities:** A unified workload automation solution enables you to schedule batch workloads based on business needs. Event-driven batch processing and job scheduling better support the business than traditional time-and-date based job scheduling.
3. **Meet regulatory and audit requirements:** Most organizations are facing an increased need for controls, tracking, and reporting. A single unified workload automation solution makes it much easier to address these requirements by providing audit and compliance reporting, including who did what, and when. The solution enforces the requirement for the user to enter the reasons changes are being made to the scheduling environment. These entries can be tied to incident records and change management requests, resulting in reports and documentation needed to satisfy audit and compliance requirements.
4. **Send workloads to the cloud:** A key priority for many IT organizations is to have the elasticity needed to meet business service levels and priorities by easily enabling a cloud for processing critical work. The workload automation solution you use should allow you to send workloads into the cloud as needed, optimizing resources. The solution should also provide detailed usage reports that enable chargeback for workloads moved to the cloud.
5. **Manage dynamic workloads:** Business needs have become much more dynamic. Both real-time and batch workloads must be balanced in allocating IT resources for meeting business requirements and service level agreements. IT environments have become a mixture of virtual and physical infrastructure, expanding the resource pools for processing. Traditional, static, job scheduling tools and processes no longer meet the dynamic needs of a business, creating the need for IT staff to manually keep up with changes. This causes increased personnel costs, missed service levels that are costly to the business, and wasted IT application and server resources.
6. **Reduce operating costs:** Maintaining your current job scheduling system may require more staff than you would need with a single enterprise workload automation solution. If you have multiple systems, it can be costly to maintain each one individually. Audit and compliance costs are also higher with various systems. If you are running an outdated scheduling solution, your overall operating expenses are elevated.

7. **Lower risk of delays and service disruptions:**

A comprehensive workload automation solution will lower the risk of incidents caused by human error or by systems that are unable to keep up with current business demands. Constant predictive analysis of your production environment ensures that batch processing is progressing as planned. You will have early notification of a potential service delay so that you can address the issue before service is affected. The result will be a reduction in outages that affect critical business services and an increased ability to meet service level agreements (SLAs).

8. **Increase staff productivity:** Regardless of the platform or application, your staff can manage scheduling of critical workload processes from a single console. Automation helps them to look at job dependencies, balance workloads, and execute status-based jobs across applications and platforms. This increases staff productivity, reduces time spent on mundane tasks, and allows more time to focus on more innovative projects.

9. **Grow your business:** A unified workload automation solution allows IT to better respond to business needs, enabling the business to expand more quickly. Workload automation will enable you to more effectively address new business requirements, particularly those revolving around virtualization. You'll be better able to meet critical business SLAs, and that means satisfied customers, which, in turn, provides the ability to grow your business. A comprehensive workload automation solution will also allow you to predict the service impact of proposed changes, making the planning process easier.

10. **Demonstrate IT's value and reduce software deployment costs:** With a unified solution, you'll be better equipped to show the value of workload automation and its positive influence on business performance. IT management can access comprehensive reports for trend analysis, forecasting, and evaluation of how well IT is supporting business initiatives. What's more, if you implement a workload automation solution with agentless technology, you will lower software installation, maintenance, and upgrade costs and reduce your overall software deployment by as much as 80 percent. In addition, agentless technology enables current workload

automation solutions to provide immediate support for new, out-of-the-box platforms, as well as platforms that are no longer supported by the vendor.

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The workload automation solution should be able to manage dynamic and static workloads across applications, as well as across physical and virtual infrastructure platforms, making sure business needs are met — regardless of how imminent or unpredictable they may be. Dynamic Workload Management leverages user-defined workload policies that establish the business criteria to automatically map workloads to business priorities using dynamic rules that adapt to real-time resource availability.

## The Results

Here are three examples showing that enterprise workload automation technology can provide real benefits:

- » After implementing a unified workload automation solution, a large telecommunications company achieved a 30 percent reduction in elapsed time on billing runs. The company was able to consolidate monitoring of more than 100,000 jobs per day and realized savings of five percent in aggregate CPU usage.
- » A large government agency went live with a comprehensive workload automation solution and reduced staff costs by 60 percent, while saving three hours on elapsed run times and reducing run-time errors. The agency also complied with all of its mission-critical SLAs.



- » As a result of its new workload automation technology, a truck and engine manufacturer increased job processing by 500 percent and was able to manage 500,000 more batch jobs per month, without adding staff.

What benefits could your company realize?

## Change the Game and Win

Now's the time to move to a comprehensive, integrated, enterprise workload automation solution that can meet the needs of a dynamic environment. IT will be better able to align with business priorities, and you will lower the risk of outages of critical business services. You'll reduce complexity and enhance productivity by increasing the span of control of your IT staff. You'll decrease costs and be a catalyst for business growth. And you'll be better able to illustrate the value IT provides to the business. All this equates to a winning proposition in any endeavor.

For more information about the BMC Control-M workload automation solution, visit [www.bmc.com/products/offering/control-m.html](http://www.bmc.com/products/offering/control-m.html).

## ABOUT THE AUTHORS

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