Solution & Services

Fact-based optimization with ITBI™

SMT Data
Specialists in IT Business Intelligence

Protecting the World from excess IT consumption

Getting the information advantage

SMT Data's services and the IT Business Intelligence solution (ITBI™) is a clear and transparent window to the value of knowing exactly how IT affects business and vice versa - and enables both worlds to make fact based decisions about IT capacity, -performance and -cost.

SMT Data's services allow the customer to significantly reduce IT capacity related costs, and optimize performance and service levels by creating transparency into the cost drivers in your IT installation and insight into how business activities affect those cost drivers.

SMT Data's offering consists of software and services developed and delivered by a world class team. We have supplied fact-based optimization to an international client base since 1990.

THE VALUE

ITBI is a unique solution focused on ensuring the lowest possible IT capacity costs and maximum business value per cost unit. Experience shows that this focus typically results in cost reductions related to IT capacity of around 15% within the first year and a return on investment of less than 6 months.

SMT Data provides a number of services to support the customer in maximizing the value of ITBI, and thereby managing IT costs as effectively as possible. Services include technical optimization of the infrastructure, as well as creating an understanding of which business units and applications use what IT resources, and at what cost.

WHO USES ITBI?

ITBI is for companies with a large and complex IT infrastructure. ITBI is valuable across industries and regardless of whether the company manages its own infrastructure, is outsourced or is itself an outsourcer.

ITBI is for everyone who wants to manage IT with the same overview and efficiency that is expected of other business units, based on facts! Understand how IT infrastructure is used, by whom or what, and at what cost.

ITBI can be used to gather and analyze data from z/OS, Windows and Linux platforms.

IT Finance
Charge back
Forecasting
Budgeting

IT Operations
MF Optimization
Server rightsizing

IT Technical
MF Modernization
WLM Setup
SAS to WPS
MIPS Definitions
Platform upgrading

Application Development
DevOps vs OpsDev
Application Capacity optimization
Application Performance Management

Procurement and Vendor Management
Software license optimization
Outsourcer Transparency
Software audit

Corporate Development
M&A
Sourcing considerations
Journey to Cloud

How ITBI™ works

ITBI collects capacity and performance data from the IT infrastructure and combines these with business information such as: costs; which application and organizational unit is using the resources; and for what activities.

Data is made available to the user through an advanced Business Intelligence reporting tool via a browser, app or thick client. ITBI is delivered as a cloud service or installed in the customer's data center.

ITBI can exchange data with other applications, e.g. CMDB, Charge Back / TBM and Service Management tools as well as an export function in for formats like csv, xlsx and pdf.

The technical reporting works "out of the box" and creates immediate value by identifying capacity, performance and demand optimization potential.
The technical data can be mapped to the customer's application structure, organization and related costs.
In this way, technical language is translated into business terms - from "Gbit pr. second" to "million euros pr. quarter". Whereas the technical data is standard, mapping is always unique to the customer, and is offered in the form of services from SMT Data and partners.

ITBI is easy to implement, and the business mapping data is read in automatically through a standard interface.
This tagging provides an overview showing which business units or applications are using which IT resources and at what cost.

The enrichment of the technical data provides an overview as well as insight into the whole company's complex IT infrastructure, and the information is useful to all decision makers within IT operations, application development, vendor management, finance, and senior management.
ITBI enables useful dialog and shared responsibility regarding IT capacity costs with other business units across the company.

Just like traditional BI, ITBI enables fact-based decisions and day-to-day follow up.
ITBI frees people to act on the information rather than collecting data. People spend their time problem solving, optimizing, planning, and reporting, rather than finding out where to get the data or whether the data is correct.

The ITBI solution uses the same basic data for all reporting, both for technical and management reporting, but the reporting is in terms and units understandable by the receiver. In this way the data comprises "one truth" about the infrastructure that is used across the company. It is therefore possible to drill down from a business view to the underlying technical view, for example to understand the technical changes that bring increased costs to a business area, or vice versa.

IT capacity costs - Optimized, Reduced, Explained and Controlled

OUR SERVICES

Ongoing services

Get the full 360° value out of ITBI and SMT Data's offerings.

SMT Data consultants support the customer in operating and using ITBI on an ongoing basis. This support helps ensure that the customer gets the most out of ITBI.

Ongoing services reduce the customer's own in-house resource- and skill requirements. The services can also be used for skills transfer to the customers own staff.

Managed service:

Ongoing analysis of the capacity and performance characteristics of the customer's installation.

In addition to helping the customer achieve cost savings through ongoing capacity and performance optimization, Managed Services also ensures skills transfer the customer staff so they can get maximum value out of the solution.

Project-based services

Project based problem solving with ITBI.

The focus of a *Project* is to produce a set of agreed deliverables for the customer. SMT Data uses the ITBI Solution in producing those deliverables, but ITBI is an enabler for the project rather than the primary focus.

Projects, in contrast to Ongoing Services, end once the customer has received the agreed deliverables.

With the use of ITBI we solve projects such as:

- IT cost optimization
- Mainframe modernization services
- IT-cost: Show back / charge back
- Outsourcer health-checks
- OpsDev vs DevOps (understand application changes impact on operational costs)
- And much more

Enterprise services

Managed Services for ITBI Enterprise

SMT Data's Managed Services help ensure that the customer gets the most out of the ITBI solutions. By making use of the managed services, the customer's own in-house requirements for resources and skills are reduced. The services can also be used for skills transfer to the customer's own staff.

Our managed services allow you to focus on your daily tasks while securing that you achieve your objectives with the implementation of strategic continuous optimization of the utilization of your IT infrastructure.

Timeframe: Ongoing service

Before and after study with ITBI - Enterprise

Based on the application of the ITBI Enterprise solution, this service helps customers make fact-based decisions about capacity and performance going into a major transition, monitor the results during the transition and finally document and understand the results after the transition.

A major transition can be a technology upgrade, moving to a datacenter, outsourcing or rehosting, moving to the cloud, a merger, an acquisition or any other major transition that can affect capacity and performance.

Timeframe: 3-6 Month

ITBI-based capacity & performance Health-Check

Based on the application of ITBI Enterprise solution, this service offers customers an end-to-end analysis of the mainframe and server utilization and delivers recommendations for capacity and performance optimization leading to cost reduction and service improvements.

Timeframe: 1-2 Month

Services for IBM Z

Managed Services for ITBI for Z

SMT Data's Managed Services help ensure that the customer gets the most out of the ITBI solutions. By making use of the managed services, the customer's own in-house requirements for resources and skills are reduced. The services can also be used for skills transfer to the customer's own staff.

Our managed services allow you to focus on your daily tasks while securing that you achieve your objectives with the implementation of strategic continuous optimization of the utilization of your IT infrastructure.

Timeframe: Ongoing service

Mainframe Cost Optimization

The objective is to deliver significant cost savings through optimization of the customer's mainframe environment.

This optimization is based on a deep analysis of the mainframe setup and cost drivers.

The analysis is made using ITBI and other tools. SMT Data carries out the analysis, identifies specific areas for optimization and assists the customer in carrying out those recommendations.

Timeframe: 3-6 Month

Understanding the Mainframe "offload boomerang"

Many mainframe customers have moved, or plan to move, applications away from the mainframe and to distributed platforms such as Windows or Linux. This is done with the expectation of saving MIPS. A common approach is to move the application logic but keep the data on the mainframe as the "system of record", at least initially. However, many customers are surprised to find that their mainframe capacity usage can actually increase when this is done. This effect is commonly referred to as the "offload boomerang". While offloading the application, logic should reduce the load on the mainframe. In many cases it is replaced by remote data access techniques and these can be much more expensive and a lot less transparent than the code they replace.

This project creates transparency into how the distributed- and mainframe components interact with each other. It also provides optimization recommendations to the customer, recommendations focused primarily on the "Offload Boomerang".

Timeframe: 1-3 months

Activity based Mainframe Cost Distribution

In order to keep costs under control it is essential to create transparency into the mainframe cost drivers, both in technical and in business terms. This information can be used in each relevant business unit to ensure accountability and alignment of behavior. Cost Distribution is equally relevant for outsourcers who charge their customers based on utilization, as for outsourced customers or for installations with their own mainframe, who are interested in internal show-back or charge-back.

The objective of this offering is to assist the customer in either implementing a mainframe cost distribution or in making existing cost distribution methods more transparent and more in line with the actual underlying costs. Cost distribution will help the customer get the overview of which business units are using what and for how much. The detailed cost mapping available in ITBI further supports integration with leading "Bill of IT" software solutions.

Timeframe: Varies depending on complexity. First report available after 1 month.

Mainframe Outsourcing Health-check

Outsourced mainframe customers often lack transparency into how well their outsourcer manages the mainframe capacity and performance, relative to what is optimal for the customer. The customer seldom has the data to communicate clearly with the outsourcer on capacity and performance issues. In many cases, the customer doesn't even have the ability to validate whether the outsourcer is invoicing in a correct manner relative to the contract or if it is done in a fair manner relative to industry 'best practice'. SMT Data receives log-data (SMF, RMF a.o.) from the customer's mainframe environment as well as input regarding the billing model agreed with the outsourcer. Based on this information SMT Data delivers findings and recommendations which can lead to significant cost saving.

Timeframe: 1-2 Months

Evaluation of distributed workloads on MIPS usage

Mainframe costs are typically driven by peak utilization, and for most customers that peak is driven by online workload coming from outside the mainframe (distributed platforms/servers). The developers of these systems have limited transparency into the performance and capacity impact that their distributed programs have on the mainframe. Furthermore, the mainframe operations staff has limited insight into, or ability to manage, the workload coming to the mainframe from the distributed platform. No one has a complete end-to-end understanding of the situation. The overall objective of this service is to create transparency of how the distributed- and mainframe components interact with each other, as well as to provide optimization recommendations to the customer.

Timeframe: 1-3 Months

DevOps Optimization

The focus of DevOps is to get applications into production with increased agility. The objective of this service is to understand the performance and capacity considerations of new applications as they move into production. ITBI creates transparency into which applications are using how much capacity on the mainframe, and when they are using that capacity.

The objective of this service is to provide a common basis for dialog between the developers and the operations staff about how mainframe capacity costs and performance are affected by the current application portfolio and how changes to applications affect those costs.

Timeframe: 1 month including 2 workshops

Mainframe modernization

ITBI can support migration partially or fully away from Mainframe with insight into the performance and capacity impact. The mainframe modernization service keeps the customer on track when offloading. It helps monitor the capacity and performance baselines on both mainframe and the receiving distributed platform. This service creates transparency of cost and performance impact when:

- Offloading front end functionality to distributed platforms
- Offloading one application at a time
- Offloading major applications (or all) from the mainframe

Timeframe: Varies depending on complexity

The Journey to Tailored Fit Pricing

This services-offering provides customers an independent, fact-based guidance on the journey to TFP.

SMT Data gathers performance and capacity data from the customer's mainframe environment to understand the current and historical usage patterns. This input includes SCRT reports plus SMF data. The SMF data is offloaded to SMT Data's IT Business Intelligence cloud environment (ITBIaaS).

Based on this information SMT Data delivers findings and recommendations such us:

- What are the potential benefits or disadvantages of moving to TFP from the current billing model?,
- How should the TFP agreement be structured based on the customer's topology and expected usage patterns? and
- What optimizations or other changes should the customer carry out prior to and after moving to TFP?

Timeframe: 1-2 Months

Services for Servers

Server Rightsizing Evaluation

In a typical large IT installation, more than half of the servers are either idle or severely underutilized.

Some servers have much more capacity than they need to be able to run their workload smoothly. Some of them are not doing any useful work at all but have simply been forgotten and never decommissioned. SMT Data's Servers Rightsizing Evaluation uses ITBI to gather capacity and performance data from the Customer's Windows- and Linux server environments. The data is then used to identify immediate savings on costs of server usage, by finding the optimal server and software license size.

Timeframe: 1-2 Months

Managed Services for ITBI for Servers

SMT Data's Managed Services help ensure that the customer gets the most out of the ITBI solutions. By making use of the managed services, the customer's own in-house requirements for resources and skills are reduced. The services can also be used for skills transfer to the customer's own staff.

Our managed services allow you to focus on your daily tasks while securing that you achieve your objectives with the implementation of strategic continuous optimization of the utilization of your IT infrastructure.

Timeframe: Ongoing service

DevOps Optimization

The focus of DevOps is to get applications into production with increased agility. The objective of this service is to understand the performance and capacity considerations of new applications as they move into production.

ITBI creates transparency into which applications are using how much capacity on which servers, and helps understand:

- Do the servers have enough capacity to service the applications? Is there a potential for improved quality of service by providing more capacity?
- Are the servers over configured, compared to the application's needs? Is there a potential savings from rightsizing the servers?
- Which processes on the servers are the heaviest resource consumers? This provides an important feedback to the developers that can be used for performance optimization or cost savings.

The objective of this service is to provide a common basis for dialog between the developers and the operations staff about how mainframe capacity costs and performance are affected by the current application portfolio and how changes to applications affect those costs.

Timeframe: 2-3 months including 2 workshops

Consultancy services

SMT Data has world-class competences and expertise within IT capacity and performance. These competences can be an invaluable addition to customers' internal task forces solving ad hoc projects. SMT Data supports customers with consultancy services among others within the areas of expertise reported below.

Contact our sales department for an individual evaluation of how our team can support you in your prioritized projects.

Procurement & contract management
- Outsourcing planning and readiness
- Evaluation of alternative outsourcing pricing models
- Journey to Cloud: baseline, planning and pricing models evaluation
- Software license optimization

Datacenter architecture
- Infrastructure Planning
- IT Infrastructure Optimization
- Optimization of Technical Application Architecture
- Project Management – Large development and large infrastructure projects, including Technology Roadmap development and Infrastructure Design

Mainframe
- Mainframe LPAR configuration
- Mainframe Architecture
- Mainframe Availability Management
- Mainframe Capacity and Performance Management
- Mainframe Cost Distribution
- Mainframe Cost Optimization
- Mainframe infrastructure specialist
- Mainframe infrastructure architect
- Mainframe Hardware Optimization
- Mainframe modernization
- Mainframe Outsourcer Advisory
- Mainframe Outsourcing Billing Models
- Technical project management
- Mainframe migration and upgrade measure (before, during and after analysis)

Mainframe Software Analysis and Optimization
- Batch Analysis and Batch Windows Improvement
- Migration from SAS to WPS
- Migration from internal developed Capacity Management tools to ITBI
- Migration from MXG, SAS ITRM to ITBI
- Migration from CA MICS (MXG + SAS) to ITBI
- Migration from Tivoli Decision Support (TDS) to ITBI
- Migration from other Capacity Management tools to ITBI
- Software Optimization
- Software Version Optimization
- WLM Policies setup

IT Finance
- Capacity and licenses baseline
- Budget, forecast and follow up on capacity and licenses
- IT cost showback/chargeback

DB2
- DB2 Database Administration (DBA)
- DB2 Data Sharing and Parallel Sysplex Performance and tuning
- DB2 DSNZPARM review
- DB2 Health Check
- DB2 Application and System Tuning

Performance
- Performance Engineering
- Performance and Capacity Management
- Online Performance Analysis
- Storage Performance and Capacity Planning
- Measurements and baselining

CICS
- Health check of CICS environment
- CICS Technical setup and configuration

IMS
- IMS health check
- IMS Application Performance Tuning

MQ (Message Queuing):
- Volume and trend / MQ Trace (Queue) Analysis
- MQ health check

Consultancy services

WAS (Websphere)
- Volume and trend analysis of WAS
- WAS health check
- Problem Determination (SMF-Records' based root cause analysis)
- Performance Tuning (with ITBI)

Storage
- Storage Performance and Capacity Planning

Servers
- Distributed Capacity Planning and Server Consolidation
- Server Rightsizing
- Optimization
- Sourcing/Cloud considerations
- Cost Distribution

Application Development
- Capacity considerations in software development/OpsDev
- Workload Offload
- Mainframe application modernization and offload
- Application optimization
- Application performance management
- Application performance tuning
- Capacity and Performance impact: before, under and after application changes
- Technical design and architecture (SOA, microservices, multi-platform)

KEEP UPDATED

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