



Chris Strickler  
IT Manager  
CoreLogic

## *Modern approach to batch service pays off at CoreLogic*

CoreLogic has a busy datacenter which garners much user attention. Not only does it process the usual business applications, it also supports the core business deliverables of information and analysis to a number of diverse industries (see sidebar). As an ongoing problem, the datacenter would get unexpected batch processing peaks, causing a degradation of service for some important applications, and many support calls. Their existing facilities didn't have the functionality to address the situation easily and directly, so they were very interested in **ThruPut Manager AE** as a potential solution when it was brought to their attention. **ThruPut Manager AE** provides a modern, service-oriented, policy driven approach to automating z/OS batch workload management. It greatly extends the capabilities of JES2 and Workload Manager to best deliver the batch service the installation requires.

### Getting Started

CoreLogic decided to evaluate **ThruPut Manager AE** in their Dallas datacenter and a project team was formed. A sponsor was appointed to provide people and resources and approve the solution. A Project Manager kept all the stakeholders in the loop and moved the implementation through its stages. Most importantly, User Reps were actively involved and made sure the implementation delivered the service the batch users needed.

### User Reps and Service Requirements

The team met to decide on the relative importance and urgency of the workloads. Using the existing workload classes and WLM policies as a starting point, they setup the **ThruPut Manager AE** policies which define batch service targets for various workload groups. Upon seeing them in this English-like format, the User Reps corrected some misalignments and juggled the importance of some of the work to reflect the business priorities more accurately. With this, the

CoreLogic® is a leading provider of consumer, financial and property information, analytics and services to business and government, specializing in U.S. real estate and mortgage data. CoreLogic has more than one million users who rely on its data and predictive decision analytics to reduce risk, enhance transparency and improve performance.

The company is headquartered in Santa Ana, California and has more than 10,000 employees globally.

For more information, see [www.corelogic.com](http://www.corelogic.com).

'policy-setting' activity was easily completed and the agreed batch SLA was in place to drive **ThruPut Manager AE** actions and decisions.

As an example, some CoreLogic users were concerned that their important, but long-running jobs were not getting the service they warranted. Using **ThruPut Manager AE**, the user reps gave these jobs an appropriate target and importance, relative to the other workload. The product correctly allows other jobs to run but only until one of these long running jobs is in danger of missing its target, at which point its priority is raised so it is selected promptly. Users are pleased with the service this work is now getting. The datacenter is pleased that other work is not adversely affected and the system is not overloaded.

### Smooth Implementation

**ThruPut Manager AE** was initially installed on a sandbox system, and the CoreLogic technical and performance staff became familiar with the product, working with a simulated load provided by the vendor. Once they were prepared to move into their mixed development and production environment, a vendor specialist came on-site to assist with the implementation.

On the "go live" day, **ThruPut Manager AE** began managing some low importance work. Operators found the interface intuitive and all adapted easily to the added functionality. Additional work was soon included and within a few hours it was managing the entire batch workload, including critical production. The **ThruPut Manager AE** automation engine knows the resource requirements of all jobs and the staff observed it making the correct trade-offs given all the workload in the system.

### Problems Didn't Recur

The project took place during a period when some bursts of workload were expected. However, the usual service problems didn't recur that month; nor did they the next; nor during the first year of implementation! User calls were notably reduced as well. As several managers in the Tax Service's business unit stated, "During our heavy processing periods, we were on the phone with the operations team several times a day to ensure our production windows were achieved. Since implementing

**ThruPut Manager AE** we don't make those calls anymore." The management group as a whole gives the product two thumbs up. Martin Wills, Senior Product Specialist from MVS Solutions Inc., isn't surprised. "The automation engine is designed to manage the workload as efficiently as possible, taking into account the importance and urgency of the work, available resources and the time the work has been waiting for service. As a result, their batch workload is completing in less elapsed time."

The user calls ceased since **ThruPut Manager AE** automatically escalates important work even before a user might notice it was lagging. "The User Reps defined what work was most important to the business. I was so impressed with the respect the datacenter gave them. I think it really paid off.", Mr. Wills concluded.

*"... we were on the phone with the operations team several times a day to ensure our production windows were achieved. Since implementing ThruPut Manager AE we don't make those calls anymore."*

### Added Benefits

Chris Strickler, IT Manager of the Corporate Information Technology Group, notes that **ThruPut Manager AE** has some added benefits from the datacenter's point of view. The operators don't need to start and stop initiators, cancel jobs to resolve dataset contention problems, or juggle priorities to get work through on time.

He is also looking forward to using additional features to save on software licensing costs.

### A Win-Win Situation

Murray Martin, VP of Marketing and Sales for MVS Solutions and the vendor Project Sponsor, sums up the implementation: "The staff at CoreLogic were professional and prepared; they were a pleasure to work with. I'm really happy we could help them address the batch service issues and reach their goals. It was a win-win situation from the beginning."



8300 Woodbine Avenue, 4th Floor  
Markham ON Canada L3R 9Y7  
Tel: (905) 940-9404 Fax: (905) 940-5308  
www.mvssol.com

ThruPut Manager AE (Automation Edition) is a fully automated batch management solution for z/OS with JES2. ThruPut Manager is a registered trademark of MVS Solutions Inc. Other trademarks are the property of their respective owner.

© MVS Solutions Inc. 2012. All rights reserved.