

How do you reduce annual mainframe network management costs while installing more effective software tools?

The ability to conduct business with your users and customers fundamentally relies on the availability of your mainframe network. Your objective is to have a reliable and available (24 x7x365) network.

Users can encounter any number of problems when they attempt to access applications. These can include response time issues, lost transactions and failed connections. The benefits of a more stable (highly available) network are an improved use of computing resources and personnel, and faster application performance. The more resources are used efficiently, the lower the total cost of ownership and the better the total return on investment to the organization.

Any downtime resulting from problems that could have been detected and prevented by a network management solution will result in:

- Loss of revenue through the inability to process transactions
- Bad publicity, which will negatively affect share price
- Loss of existing customers to competitors
- Loss of new customers who may have become loyal customers

But the effects of downtime are not limited to the loss of revenues. The productivity of your staff will be adversely affected, with a direct cost correlation to the business. To calculate the cost of downtime to your organization you should consider some or all of the following:

- Lost revenues (Multiply your hourly revenues by the number of hours it takes to restore the service)
- Idle employees (payroll + taxes + benefits + productivity + overtime for recovery)
- IT employee productivity loss (time spent recovering systems is time they could have spent on more productive projects)
- Service Delivery Penalties
- Sales and marketing efforts to recover revenues, lost customer loyalty, reputation and/or goodwill
- Legal or liability exposure

Your probably already have tools to monitor your mainframe network

Network management tools have been available for many years. Legacy tools such as IBM's NetView®, released 25 years ago, were developed for a different era, when technical skills were in abundance and networks were simpler. Maintaining these legacy products, with their complexity and reliance on heavy customization requires a significant investment in time from skilled mainframe technicians, skills that are in short supply today. With network management needs shifting from mission-critical SNA to business-critical IP, does a product that you may have licensed decades ago really provide critical functionality for modern mainframe networks?

To maintain business credibility and user confidence it is essential that network problems are recognized and tackled before they impact service, and where this is not possible,

problem resolution time be kept to a minimum. IT responsiveness is the gauge by which customer satisfaction is judged. Many months of excellent service can be totally discounted by one afternoon of bad service. Access to timely information is the key to providing the highest standards of customer support. The ZEN suite of integrated network management components enables the network technician to ensure business service delivery standards are optimized, network costs are kept down and service availability for your 'mission critical' applications is improved.

Service improvements can be realized by utilizing ZEN instead of older, legacy software products. These improvements take the form of reduced problem resolution time and production downtime, the possible avoidance of high severity problems and improved productivity of technical service personnel and users alike.

Financial savings made by deploying ZEN

The table over the page provides a very simple method for estimating annual potential savings by utilizing ZEN. For simplicity, only staff savings in the Network and User departments are considered. Further savings may be achieved from time saved in application development and improved service from help desks.

The following variables must be determined before the calculation can be started:

A. Time taken to diagnose a problem using legacy tools

The average time taken to diagnose any network problem using legacy network tools. For this example, four hours has been chosen as an average time.

B. Time taken to diagnose a problem when using ZEN

The average time taken to diagnose any network problem when using ZEN. ZEN provides detailed network information and raises alerts before the problem becomes critical. One hour is used in the example. It is likely to be far quicker.

C. Typical number of issues per month

Ten problems per month are used in the example.

E. Cost per hour of network staff

The hourly rate for a Network System Programmer. A rate of \$65 per hour has been used for the example.

G. Average number of users affected by each network problem

It is possible, though unusual, for only one user to be effected. However, it is more likely that several users will be affected, depending upon the nature of the problem. For the purposes of the example, the average number of affected users has been set at twenty.

I. Operating cost per hour

The hourly cost of employing an average user. A rate of \$25 per hour has been used for the example.

J. Revenue lost per hour per user

The unrecoverable cost to the business resulting from the network problem. A very conservative figure of \$150 per hour has been used for the example. It is likely to be significantly higher.

The figures suggested are conservative but based upon discussions with customers and prospects. The variables defined on page 2 are used in the following calculations.

Network Support Department

Hours taken to diagnose a problem using legacy tools		A	4
Hours taken to diagnose a problem using ZEN		B	1
Typical number of issue a month		C	10
Hours saved per month	$(A - B) * C$	D	30
Cost per hour of network staff		E	\$65
Total savings for Network Support per month	$D * E$	F	\$1,950

User Departments

Average number of users affected by each problem		G	20
Hours saved per month from previous calculation		D	30
Total user hours saved per month	$G * D$	H	600
Operating cost per user per hour		I	\$25
Revenue lost per user per hour		J	\$150
Total loss per user per hour	$I + J$	K	\$175
Potential savings for user departments per month	$H * K$	L	\$105,000
Potential savings per month	$F + L$	M	\$106,950
Potential savings per annum using ZEN	$M * 12$		\$1,283,400

For a cost saving estimate based on your organization's mainframe network management costs, please email us at info@willdata.com or call your local WDS office.



William Data Systems (WDS) is a pioneer of specialized IBM zSeries™ z/OS® network management solutions. Established in 1993, we are an independent global company that provides innovative solutions to run mainframe networks efficiently and securely. With a proven record of technical innovation, our ideas are often copied but never bettered.



To help customers overcome both business and technology challenges, WDS provides customers with licensing and pricing terms that are as flexible as our solutions. Some of our competitors like to make unsubstantiated and entirely subjective claims that their products are the best in the world. We believe the customer is better placed to decide what's best for their business so we leave the hyperbole to the competition.

WDS supports customers worldwide across all vertical markets and our client list includes Fortune 100 companies and government agencies. WDS is an IBM Business Partner and a member of the IBM PartnerWorld for Developers program. We are committed to the global z/OS networking market and to leading the way with innovative solutions through the latest advances.



The William Data Systems ZEN suite of network management solutions provides a comprehensive insight into z/OS network operations by offering targeted solutions, adapted to meet your unique business needs.

The suite consists of ZEN, a central interface which enables users to integrate and operate tools easily, and a selection of targeted solutions that provide IT performance management, network optimization, monitoring, tracing, reporting and security. ZEN solutions are critical to maintaining business continuity and service levels of z/OS networks.



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