



From Bottlenecks to Breakthroughs

Innovative monitoring technology boosting performance with Rocket® TMON® PA



CLIENT

Banorte Financial Group is a top leader in the Mexican financial industry, ranking among the country's four largest banking institutions.



“ Using **TMON PA's** automated reporting, I can generate easily digestible mainframe behavioral reports to present to leadership. The reports that would take weeks to develop are now available in a few hours with TMON PA. These reports have helped Banorte's leadership make educated decisions about operations and the company moving forward.”

Jorge Ortega, Deputy Director of Technical Architecture, **Banorte Financial Group**

CHALLENGE

Heritage systems slow down operations

Banorte's heritage monitoring system lacked clear insights into LPARs, causing frustrating CPU bottlenecks that halted critical operations and degraded the user experience. To resolve this, they **adopted a modern solution, greatly enhancing system performance and reliability.**

- **System delays caused user frustration**
Slowdowns and late batch processing frustrated users.
- **Lack of transparency masked issues**
The team could not determine what caused CPU bottlenecks.
- **Inefficient capacity planning costs**
Over- or under-utilized LPARs increased operational costs.

SOLUTION

Delivering business performance with Rocket TMON PA

01 Advanced enterprise monitoring
Banorte gained a clear, enterprise-wide business view of performance and capacity value streams.

02 Automated, customized reporting
Customizable reports monitor LPAR systems during peak hours while ensuring regulatory compliance.

03 Intelligent analysis pinpoints issues
Teams quickly identified that peak-hour batch processes caused system delays.

04 Proactive resolution for MIPS
The team now forecasts MIPS, eliminating performance degradation during peak business hours.

RESULTS

Full IT transparency achieved

Significant time savings achieved

Issues are now found in minutes, not hours or days.

Operational costs reduced dramatically

MIPS are now distributed properly, which has eliminated over- and under-utilization.

Improved system performance

CPU degradation during peak business hours was eliminated.