



Elevating Application Insight for Healthcare PBM

Improving application visibility and high availability with [Rocket® C\Prof](#)

COMPANY OVERVIEW

A prominent pharmacy benefit management (PBM) company handles high-volume transaction processing to manage prescription orders, claims, and inventory efficiently. Their operations are supported by advanced technology and analytics to ensure seamless service for millions of customers.

CHALLENGE

Balancing visibility, performance, and cost

The IT team faced a significant hurdle: They needed more clarity on how their applications were running within their critical transaction processing environment. They required the ability to pinpoint every program being executed, and

CHALLENGE

Resolving CICS® incidents was slow and labor-intensive, making it difficult to pinpoint the root cause of application errors.

every command being issued. Such granular visibility was essential for understanding application behavior, diagnosing performance bottlenecks, and ensuring compliance.

However, gaining this level of intricacy posed a formidable challenge. The IT team had to collect detailed information without adding processing overhead that could slow down mission-critical systems or increase operational costs that would impact their budget. Striking the right balance between deep visibility, optimal performance, and cost control proved to be a complex challenge for their technical team.

SOLUTION

Advanced analytics for optimized mainframe performance

Gaining detailed visibility into application execution within a critical transaction processing environment, without impacting performance or increasing costs. With its innovative design, Rocket C\Prof provided low-overhead monitoring by tracking application execution outside the main transaction environment. This ensured it had no adverse impact on processing capacity or MSU costs. Rocket C\Prof's unique capability allowed for uninterrupted mainframe operations while gathering valuable performance data. The tool delivered detailed analytics on program and command execution, offering forensic-level insights into system behavior, all without requiring access to the application's source code. Furthermore, Rocket C\Prof complemented the organization's existing mainframe management systems, ensuring a smooth and rapid deployment process.

SOLUTION

Rocket C\Prof delivered low-overhead monitoring and comprehensive analytics for mainframe transactions, integrating seamlessly with existing tools.



The implementation of C\Prof eliminated the need for two other solutions, which reduced costs while positioning the organization to effectively and efficiently enhance performance monitoring and analysis. With Rocket C\Prof, the organization achieved a powerful combination of advanced analytics and operational efficiency, driving better decision-making and optimized performance.

RESULTS

Driving efficiency and cost savings with Rocket C\Prof

Rocket C\Prof enabled the organization to eliminate a substantial volume of unnecessary transactions weekly. The result was a drastic boost in overall system efficiency and optimized resource utilization. Deep, actionable insights into application execution enable teams to design and implement a robust, high-availability deployment plan, improving overall stability and reliability. Furthermore, consolidating their monitoring solutions allowed the organization to retire costly legacy tools for significant cost savings and freeing up valuable IT staff time each day. With these newfound efficiencies, teams can now identify and resolve issues more quickly and analyze and address problems in real-time to enhance overall operational performance and system responsiveness.



Boosted efficiency

Freed IT staff from hours of manual analysis, allowing them to focus on higher-value projects.



Enhanced performance

Eliminated one billion weekly transactions, improving system performance and resource use.



Reduced costs

Retired two redundant tools, saving on operational expenses and staff time.



Modernization. **Without Disruption.**[™]

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