



Retail Bank Transforms CICS®

Accelerating CICS® problem solving with [Rocket® C\Prof](#)



CHALLENGE

Overcoming a critical skills gap

The bank needed **to solve IBM® CICS® issues rapidly, minimize business disruptions, and do more with fewer resources.** They faced a critical skills gap due to specialist retirements.

- **Staffing pressures**

Fewer, less experienced staff managed a complex CICS environment.

- **Rapid problem resolution**

Needed to troubleshoot intricate CICS issues faster and precisely.

- **Business continuity risk**

Prevent service disruptions impacting customers and financial stability.

SOLUTION

CICS problem solving with Rocket® C\Prof

01 Aggregated trace data

Collected and aggregated data across CICS regions for complete views.

02 Instant issue visibility

Provided immediate insight into complex CICS problems.

03 Accelerated diagnostics

Significantly sped up the diagnostic and resolution process.

04 Proactive management shift

Team shifted focus to proactive management and development.

RESULTS

Driving impactful outcomes

Augmented team capacity

Existing team handled more workload without additional hiring.

Quicker problem resolution

Critical issues solved before impacting customers or operations.

Enhanced service continuity

Ensured stable services, improving customer experience.