Rocket software

Streamlining CICS® Problem Resolution

A regional bank located in the U.S. speeds CICS problem resolution with Rocket® C\Prof

CHALLENGE

Inefficient problem resolution processes

Difficulty pinpointing **the root cause of application errors made CICS® incident resolution slow and inefficient**. This led to repeat issues and operational disruption, hindering progress on critical high-availability initiatives.

- **Diagnosis challenges**
  Locating and identifying application errors was a slow, manual process.

- **Operational disruptions**
  Recurring issues disrupted operations and delayed critical initiatives.

- **Skill gaps**
  Modernizing z/OS® tools was essential to streamline workflows and onboard new engineers.

SOLUTION

Transaction profiling and trace analysis with Rocket® C\Prof

01 Cross-region visibility
Captures and correlates CICS trace information in one place, providing a comprehensive view of transactions.

02 Point-in-time analysis
Enables teams to analyze problems as they occur with point-in-time snapshots, reducing the need to reproduce issues.

03 Low overhead
The low-overhead collection process fits seamlessly into existing mainframe operations and toolsets.

04 Simplified views
Empowers less-experienced engineers to contribute to diagnostics through simplified views of application flows.

RESULTS

Faster resolution and improved availability

Reduced MTTR
Reduced Mean Time to Resolution for CICS incidents by improving root-cause identification.

Improved availability
Improved availability for critical banking applications and faster progress on high-availability initiatives.

Empowered teams
Junior engineers can handle more diagnostics, freeing senior experts for strategic modernization.

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Modernization. **Without Disruption.**™

MAR-16621_ShortUseCase_USRegionalBank_V3

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