



Streamlining CICS® Problem Resolution

A regional bank located in the U.S. speeds IBM® CICS® problem resolution with [Rocket® C\Prof](#)

COMPANY OVERVIEW

With a history stretching back decades, this regional financial services company has become a trusted provider of banking, investment, and mortgage services. It serves millions of customers, including individuals, businesses, and government entities. Through a wide network of branches, it delivers innovative financial solutions to a diverse clientele.

CHALLENGE

Poor visibility and repeat issue disruptions

The bank's existing processes for resolving CICS incidents were slow, inefficient, and heavily reliant on manual labor. Identifying the

CHALLENGE

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

exact location and root cause of application errors proved challenging and often resulted in repeat issues that disrupted operations. This lack of visibility hindered the team's ability to address problems proactively and progress critical high-availability initiatives. Detecting transaction affinities and reducing operational overhead were essential goals to ensure smoother performance. Additionally, the team recognized the need to modernize z/OS® tooling to streamline workflows, better support the onboarding of newer engineers, and maximize the expertise of experienced CICS subject matter experts. By addressing these challenges, the bank aimed to enhance operational efficiency and overall system reliability.

SOLUTION

Faster analysis and streamlined CICS operations

The bank deployed Rocket® C\Prof for CICS transaction profiling and trace analysis. The solution was chosen for its ability to enable faster root cause analysis and reduce mean time to resolution compared to incumbent tools. Rocket C\Prof provides cross-region visibility by capturing and correlating CICS trace information in one place. Its point-in-time snapshots allow teams to analyze problems as they occur, reducing the need to reproduce issues. The simplified views of application flows empower less-experienced engineers to contribute to diagnostics, while the low-overhead collection fits into existing mainframe operations. Additionally, the tool has proven to be highly compatible and integrates seamlessly with the bank's existing toolsets and workflows. By enhancing diagnostic capabilities and cutting down resolution times, C\Prof has not only streamlined operations but also improved overall system reliability. This ensures a smoother experience for end-users and has allowed teams to focus more on innovation and less on troubleshooting.

SOLUTION

Rocket C\Prof provides cross-region trace capture and simplified views, enabling faster root-cause analysis with minimal overhead.



RESULTS

Faster recovery and fewer disruptions with Rocket C\Prof for CICS

By implementing Rocket C\Prof, the financial institution saw a significant reduction in its Mean Time to Resolution (MTTR) for CICS incidents. This tool's precise root-cause identification capabilities led to a noticeable decrease in repeat occurrences, directly improving service availability for their critical customer-facing banking applications. It also enabled faster containment of any CICS-related disruptions. Furthermore, Rocket C\Prof's ability to detect transaction affinities provided a major boost, accelerating progress on the bank's high-availability initiatives. This powerful new tooling has transformed the team's workflow. It has freed senior CICS engineers from extensive manual trace analysis to focus their expertise on strategic projects and modernization efforts. Also, junior engineers have been empowered to handle a greater share of diagnostics, optimizing resource allocation and creating a much smoother, more effective onboarding process for new team members.



Faster resolution

Reduced MTTR for CICS incidents and fewer repeat occurrences through precise root-cause identification.



Reduced costs

Improving performance by identifying and fixing issues and poor code, a reduction in MSU usage and fewer Capacity on Demand events result in lower costs.



Improved availability

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



Empowered teams

Junior engineers can now handle more diagnostics, allowing senior experts to focus on strategic initiatives.



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

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