



Banorte Financial Group

Enhancing end-to-end operations with innovative monitoring technology



Product: Rocket® TMON PA



Banorte Financial Group is a reputable name in the Mexican financial industry. Founded in 1899, Banorte is one of Mexico's four largest banking institutions in terms of assets and loans and has the longest tenure managing the country's pension and retirement funds, called Afores. The group's operations consist of 1,269 branches, 7,297 ATMs, and 5,200 certified commercial deposit locations throughout the country.

With operations that require the management of thousands of remote systems, Banorte leverages the superior monitoring power and advanced data analytics of Rocket® TMON PA to quickly detect and resolve any problems with its online software solutions. TMON PA's vast capabilities help Banorte avoid system delays and ensure the creation and on-time delivery of mission-critical documents to maintain compliance and improve customer satisfaction.

Challenge

In 2008, Banorte Financial Group faced several production issues along its mainframe's Logical Partitions (LPARs) that were negatively affecting operations and productivity experience, as well as leaving the company vulnerable to regulatory infractions. LPARs are individual systems created by dividing a mainframe processor's memory and storage into multiple sets of resources. Each of these resources manages different functions within an operation. An LPAR's size and speed are determined by the system's Million Instructions Per Second (MIPS). The larger the output needed from a particular LPAR, the more MIPS would need to be added.

The problem? Banorte was still operating with an outdated monitoring system consisting of Excel spreadsheets to identify workloads and estimate MIPS. An inadequate overview of the company's LPARs led to CPU bottlenecks that could halt operations and lead to delays or late completion of batch processing—making the jobs of Banorte IT staff more difficult and potentially leading to negative impacts for Banorte's internal users. The lack of transparency also left the company's operational team in the dark about what was causing the CPU bottlenecks.

Banorte also faced difficulties with its mainframe capacity planning. Without a sufficient overview of all Banorte's LPARs, the company could not determine an adequate number of installed MIPS for each operating system. An overutilized LPAR can create CPU bottlenecks, resulting in delays or late completion of batch processing. While an underutilized LPAR means the company is spending too much on mainframe capacity, which drives up other costs in the mainframe data center.

The problem?

Banorte's outdated monitoring system lacked an adequate overview of its LPARs, leading to CPU bottlenecks that caused delays and frustrated users.

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

Solution

Banorte's search for a solution began by looking inwardly. The company's Deputy Director of Technical Architecture, Jorge Ortega, was familiar with Rocket TMON PA software capabilities. TMON PA is a robust portfolio of performance management and capacity monitoring solutions that integrate across mainframe, distributed, and cloud systems to provide intelligent enterprise-wide business views of performance and capacity value streams. With TMON PA's stellar reviews and Rocket Software's reputation as a true partner, the decision to leverage the innovative monitoring solution was easy for Banorte IT.

Rocket got to work immediately, working closely with Banorte's Infrastructure Team to implement and understand the capabilities of TMON PA's tools. The company also leveraged Rocket's expertise to help set up and integrate its automated monitoring and tracking tools.

Using TMON PA's advanced monitoring and automation capabilities, Banorte was able to quickly identify and analyze problems and determine that the execution of batch processes caused delays and other issues during peak hours. The substantial uptick in financial transactions during busy banking hours (7:00 am - 3:00 pm) overwhelmed the LPARs' performance capabilities, leading to CPU bottlenecks and batch delays.

To solve this issue, Rocket and Banorte teamed up to automate the reports generation process. Leveraging prepopulated graphs and report layouts, the teams collaborated to create a customizable report that properly monitored its LPAR systems during peak hours while still abiding by Banorte's special requirements to ensure compliance. By implementing automated reporting with TMON PA, Banorte has been able to track performance and implement adequate mainframe capacity for each of its LPARs.

The solution

Using Rocket TMON PA Advanced Monitoring and automation capabilities, Banorte was able to adequately measure and analyze its LPARs workloads, allowing its IT team to proactively identify and eliminate issues leading to CPU bottlenecks and system delays.

Results

Today, Banorte Financial Group's mainframe's operating systems are running at a higher performance than they ever have. Thanks to Rocket TMON PA, the infrastructure team now has an end-to-end overview of its entire operating systems environment. With this overview, they can quickly monitor and forecast MIPS to eliminate degradation during peak hours. This holistic view, paired with automated reporting, has allowed Banorte to adequately distribute MIPS where needed along all its LPARs. The generation and analysis of reports enable Banorte's Infrastructure team to implement LPAR capacity planning processes based on gathered data that mitigates the over or under utilization of MIPS within LPARs—leading to cost savings for the company.

The TMON PA automated reporting has helped keep the company's decision-makers in the know about mainframe performance and the success of its mainframe's operating systems.

The operational transparency provided by TMON PA has also enabled Banorte's infrastructure team to determine and resolve LPAR issues quickly. Where in the past, it could take hours or even days to pinpoint the reason for CPU delays, TMON PA allows Banorte to find issues within minutes. This revelation has reduced frustrations and time wasted trying to manually uncover underlying issues—allowing the Infrastructure Team members to focus their time and energy on more results-driven tasks.

The benefits and capabilities of TMON PA have allowed Banorte to streamline many of its processes on multiple occasions, saving time and money while reducing employee workloads—so much so that Banorte decided to double down on the technology. In September of 2017, for example, the company added a second CPU to its operations. Given the outstanding performance of Rocket TMON PA in its current LPAR environments, the decision to integrate the technology into its new CPU operating system was a no-brainer.

Thanks to the historical monitoring capabilities of Rocket TMON PA, today, Banorte's Infrastructure team can quickly detect and resolve any issues in their mainframe's operating systems. And the software's automated tracking and monitoring tools, along with its forecasting capabilities, allow the team to work proactively to mitigate risks and better support value streams that Banorte's businesses and customers rely on the most.

Time Savings

Rocket TMON PA has enabled Banorte to identify and resolve issues faster as well as generate and utilize reports in a fraction of the time.

Cost Savings

Using TMON PA to successfully track LPAR performance has allowed teams to determine and distribute adequate MIPS into individual LPARs – reducing costs from over or under utilization of MIPS.

Transparency

The advanced monitoring capabilities of TMON PA allowed Banorte to quickly determine and eliminate degradation of its CPUs during peak business hours.

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