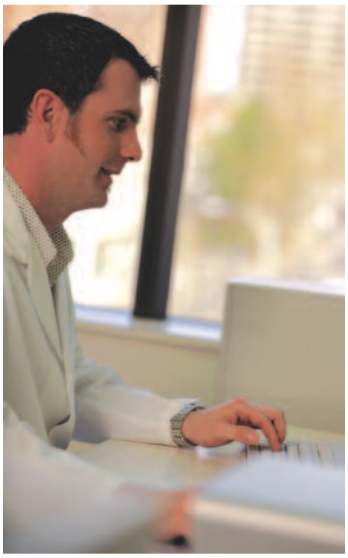
# BAYLOR COLLEGE OF MEDICINE

Cross-platform automation improves data center productivity and service to end users.



## OVERVIEW

Baylor College of Medicine (BCM) is one of the top teaching facilities in the United States. Before automating its scheduling, operators sometimes had to lock users out of systems while resolving problems with their nightly runs. With the help of SMA OpCon/xps™, they became so efficient, they are able to run a lights-out environment during third-shift hours. OpCon/xps virtually eliminated incorrectly run jobs, reduced the need for after-hours intervention, created a less stressful environment, and improved service to end users.

*SMA OpCon/xps™ is a fast, flexible way to automate and control a wide range of IT and business processes. It's one efficient tool that does the work of many, reducing IT costs, complexity and risks by dynamically responding to changes in your environment.*

| ISSUES | ANSWERS |
|---|---|
| COMPLEX MIGRATION | SINGLE-POINT NETWORK CONTROL |
| BCM wanted to migrate from a proprietary mainframe to servers. But that meant operating in a mixed environment until it could wean itself off legacy systems. This complicated scheduling during the transition while BCM tested and gradually migrated to SAP/R3. | OpCon/xps supports all platforms in commercial production today as well as most legacy systems. In BCM's case, SMA developed additional software that supported its legacy system so it could control all systems on the network from one industry-standard server. |
| APPLICATION DOWNTIME | FASTER EXECUTION |
| Manual scheduling caused frequent delays. When jobs ran out of sequence, troubleshooting sometimes exceeded the nightly processing window and caused application downtime for many staff, faculty and residents. A mainframe scheduler provided an interim solution, but became obsolete with the move to servers. IT had to become more responsive. | OpCon/xps compresses lengthy schedules by reducing lag time between jobs from minutes to milliseconds. It also automatically responds to a wide variety of internal and external events. If one should require manual intervention, OpCon/xps notifies the appropriate individual, collects data for analysis, and continues running non-dependent jobs until the problem is fixed. |
| MANUAL INTERVENTION | GREATER ACCURACY/AUTOMATION |
| Mis-run jobs caused excessive recovery times for the IT staff, plus high stress levels around the clock for everyone. As BCM moved from its mainframe to a combination of open products based on Unix, Microsoft Windows and OpenVMS platforms, the potential for errors only increased. | OpCon/xps offers a stable operating environment that lets BCM schedule jobs on different machines that depend on each other. Tom Light, Director of Computer Operations, says that since adopting OpCon/xps, "The problems have all gone away." BCM is able to run "lights-out" during third-shift hours. |

SMA OpCon/xps™

**The universal remote of IT automation**