BMC Automated Mainframe Intelligence Offerings Accelerate Mainframe Modernization

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EXECUTIVE SNAPSHOT

FIGURE 1

Executive Snapshot: BMC Automated Mainframe Intelligence Offerings Accelerate Mainframe Modernization

BMC Software has updated and expanded its mainframe management software offerings. The company has introduced BMC AMI Ops, an AI-powered transformation of BMC MainView, for streamlining and simplifying mainframe management tasks through intelligent automation.

Key Takeaways

BMC AMI Ops is designed to provide the following operational benefits:

- Improve performance and availability through intelligent automation and remediation, driven by artificial intelligence/machine learning (AI/ML)–powered analytics to find and fix problems before business services are impacted.

- Increase operational resiliency through actionable intelligence, embedded expertise, and simplified management.

- Enable interoperability with secure communication flows to any other enterprise platform of choice.

- Simplify systems management with a customizable interface, providing a single view and control of all resources and built-in expertise so that no specialist is required.

BMC AMI Ops Insight solutions use machine learning to learn what normal behavior is and to detect anomalies for proactive remediation.

Source: IDC, 2021

IN THIS MARKET NOTE

This IDC Market Note explores BMC Software's recent announcements on its expanded mainframe management software portfolio. The company is positioning mainframe management as automated mainframe intelligence (AMI) and has announced the transformation of BMC MainView into BMC AMI Ops, bringing enhanced user interfaces for both new and experienced mainframe operations staff. BMC AMI Ops incorporates AI/ML technology for enhancing mainframe observability, and for surfacing actionable insights and achieving mainframe operational resiliency. These critical mainframe capabilities are part of the BMC customer vision for the Autonomous Digital Enterprise, which has agility, customer centricity, and actionable insights as the core business outcomes.

IDC'S POINT OF VIEW

BMC Software has been doubling down on z/OS mainframe software products and services. The acquisition of Compuware brings mainframe application development and DevOps capabilities, while the acquisition of RSM Partners (now BMC Mainframe Services) adds mainframe software and security knowledge and services. The acquisitions have expanded BMC's mainframe footprint, strengthening the company's ability to compete in heavily contested mainframe software markets. The broader portfolio coverage has enabled BMC to enter more mainframe conversations and present customers with expansion opportunities that can accelerate the transformation of the mainframe environment through analytics, automation, security, and DevOps practices and strategies.

The BMC Autonomous Digital Enterprise (ADE) vision has all BMC products represented, with the mainframe as a core focus throughout the narrative. At the center of the strategy are the core traits required for enterprise success: agility, customer centricity, and actionable insights. The second layer has five operating models that enable effective business architectures through BMC technology adoption. The third and final layer involves technology-enabled tenets or outcomes that cover transcendent customer experiences, automation everywhere, enterprise DevOps, data-driven business, and adaptive cybersecurity. The BMC AMI and BMC Compuware solutions play a key role in delivering most of the technology-enabled tenets. These include the following:

- **Adaptive cybersecurity (BMC AMI Security):** Fortify mainframe security by automatically protecting, detecting, and responding to threats with actionable insights delivered to security teams through integrations with leading SIEM solutions.

- **Enterprise DevOps (BMC AMI DevOps and BMC Compuware):** Achieve adaptive innovation and empower the next generation of developers to make mainframe as responsive as any other platform. Use a mainframe-inclusive DevOps toolchain to develop, test, and deliver new apps and services across the mainframe to meet digital demands.

- **Data-driven business (BMC AMI Data):** Optimize data, improve the availability of critical business services, meet and exceed SLAs, and support agile application development with a complete set of IBM Db2 and IMS solutions to optimize mainframe data and transaction management.

- **Mainframe operations (BMC AMI Ops):** Empower operational resilience through AI-powered observability and actionable insights by avoiding unplanned downtime, identifying anomalies before they impact the customer, and empowering staff with elegant interfaces.

Other products include BMC AMI Capacity and Cost as well as adjacent solutions from BMC Compuware and BMC Mainframe services.

It's important for customers to understand the role and type of analytic models in use in any management product, as it has a direct impact on the ability to execute and deliver business outcomes at scale. There is no one analytic model that fits all problems. Each model must be applied to the right data sets and deliver an accurate, consistent, trusted, and repeatable outcome. With mainframe architectures and the mission-critical workloads they support, there is no margin for error or models that don't scale. The BMC AMI Ops Insight solutions are based on several analytic capabilities, including:

- Multivariate analysis applied simultaneously across multiple data sources to track anomalies
- Predictive analytics driven by pattern analysis algorithms that detect anomalies and analyze their impact
- Probable cause analysis enabled by rapid problem determination based on machine learning
- Prescribed remediation based on prevailing conditions and events
- Intelligent automation to keep the environment running securely and at peak efficiency
- Built-in domain expertise to track the right KPIs without relying on in-house technical skills that might be scarce

IT Executive Recommendations

For IT organizations and mainframe leadership teams considering the mainframe modernization journey, there are several considerations that enable success, which include the following:

- Create a formal mainframe modernization strategy that includes staffing requirements and planning. Understand what you have, and baseline what staff and skills are needed for future success.
- Plan for the use of predictive analysis and the potential need to move workloads and applications to enable speed and scale.
- Have a management plan to move to a more proactive monitoring level of maturity. Look into how change management, automation, security features, and predictive capabilities can drive a higher level of proactive problem identification, probable cause analysis, and preventive capabilities.
- Have a road map for combining automation, analytics, and different types of ML and AI to optimize costs, systems, data, and security capabilities, as it relates to DevSecOps planning and strategies.
- Create strategies to solidify the increasing need to integrate the mainframe into the SOC with real-time notifications and actionable alerts – for example, using a multi-LPAR agent that minimizes configuration and maximizes detection and blocking with a single defender.
- Use analytics to drive measurable value (typically lower/optimized costs and/or improved service reliability, customer experience, increased revenues, etc.) and more fact-based decision making for the mainframe environment.
- For the use of analytics for the mainframe, define concrete business and/or technology metrics that can help baseline and gauge the success of projects and can measure value over time.
- Align with existing cost optimization, DevSecOps, process transformation, or related projects to gain best practices or ideas that are relevant to the mainframe.

Customer mainframe challenges include the growing scarcity of z/OS knowledge and skills, as long-term practitioners approach retirement age and newly trained operations staff generally don't have a deep understanding of tools and mainframe system environments. In addition, some customers cite

their lack of visibility of mainframe usage data, the data required to communicate mainframe value, and the sometimes overlooked value (or trust) of analytic capabilities. As a result of these challenges, there is growing demand in the market for a product that addresses the skills gap by modernizing and simplifying the user interfaces, provides solutions that apply AI/ML and predictive analytics technologies to establish baselines, surfaces anomalies, and recommends remediations to prevent service interruptions and outages. Solutions must be easy to use with elegant interfaces, and the ability to share data and create dashboards are becoming critical product capabilities.

The theme of automated mainframe intelligence plays directly into BMC's overall vision of an autonomous digital enterprise where automation plays an increasing role in digital business enablement and in empowering and optimizing digital operations to provide speed, scale, and efficiency. Mainframe leaders must have the modernization mindset and attitude to drive scale and business results. The demands from development teams, the need to scale, and the pressure to optimize cost will continue to increase. Executives that start the mainframe modernization journey will enable business growth and deliver measurable results through modern technologies and improved resiliency.

LEARN MORE

Related Research

- ▪ *BMC Exchange 2020: BMC Helix Control-M and Ecosystem Integrations Take Center Stage* (IDC #lcUS46974320, November 2020)

Synopsis

This IDC Market Note explores BMC Software's recent announcements on its expanded mainframe management software portfolio.

According to Tim Grieser, research VP, Enterprise System Management Software, "z/OS mainframes continue to provide high-performing, highly scalable, secure environments for mission-critical applications and transactions. Mainframe system management presents challenges for IT organizations, including the scarcity of skills and lack of a deep understanding of z/OS subsystems and environments. The introduction of intelligent management toolsets with predictive insights can help reduce the level of knowledge and the time needed to resolve issues for z/OS systems."

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