

DB2 Information Management Software

EBSCO lowers IT costs with software tools from IBM.

Overview

■ **Challenge**

To lower its software licensing costs, EBSCO needed to replace its existing system maintenance tools with more affordable solutions— while maintaining existing product functionality

■ **Application**

Cost-effective, simple mainframe optimization products for mission-critical solution, with administration software to improve performance and availability

■ **Why IBM?**

IBM was the only technology provider capable of delivering a cost-effective, end-to-end solution that met all of EBSCO's needs

■ **Business Benefits**

20 percent lower cost of ownership due to reduced licensing fees; increased system performance; improved productivity of IT staff; faster time to market



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— John Fitts, Vice President and General Manager of Information Systems and Services, EBSCO Information Services

Key Components

Software

- IBM Breeze for SCLM
- IBM z/OS® SCLM Suite
- IBM Debug Tool for z/OS
- IBM Fault Analyzer for z/OS
- IBM File Manager for z/OS
- IBM Migration Utility for z/OS
- IBM DB2® Log Analysis Tool for z/OS
- IBM DB2 Performance Expert for z/OS
- IBM DB2 Query Monitor for z/OS
- IBM DB2 SQL Performance Analyzer for z/OS

Hardware

- IBM @server® zSeries®

The EBSCO Information Services division is a leading provider of print and online publications for libraries, corporations and organizations worldwide. This division maintains a comprehensive database of more than 282,000 journals, encyclopedias and other types of periodicals and serial publications, ranging from general reference to specialty collections for academic and medical use.

Recently, the company upgraded to a new IBM @server zSeries 800 system. But during the evaluation of the project, EBSCO quickly realized that its current ISV's software costs associated with the zSeries upgrade would be nearly prohibitive. "Our previous vendor's pricing tactics for software and services were predatory," explains John Fitts, vice president and general manager of information systems and services, EBSCO. "They told us that our software costs would double once the new system was in place."

Teaming with IBM instead of its legacy solution provider, the company moved forward with the hardware upgrade and replaced its existing ISV tools with several IBM software products. The entire migration took just four months. As a result of the migration, EBSCO realized a 20 percent savings in software licensing—while maintaining existing product functionality. In addition, it successfully completed the software migration and upgrade on time, at a lower cost than it would with its original provider. What's more, the company is experiencing improved system performance, and the productivity of its IT staff is higher than ever.

"IBM offers a powerful set of mainframe optimization tools to help EBSCO's IT staff more effectively manage our zSeries system," says Fitts. "These tools are highly intuitive and easy to use. We're already seeing efficiency gains as a result."

Cost-effective system maintenance

EBSCO chose IBM for the project after evaluating a range of other technology vendors. "When IBM came back to the table with a proposal that had matched the software set that we needed to replace one-for-one, we were very happy to see that," says Fitts. "The IBM offer was very strong in regards to the functionality we were looking for. All of the staff managers finally agreed to go with the proposal from IBM and remove the previous software vendor from EBSCO."

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IBM ultimately recommended key products from the IBM DB2, IBM Tivoli® and IBM WebSphere families, including:

- *IBM Breeze for SCLM*
- *IBM z/OS SCLM Suite*
- *IBM Debug Tool*
- *IBM Fault Analyzer*
- *IBM File Manager for z/OS*
- *IBM Migration Utility for z/OS*
- *IBM DB2 Log Analysis Tool for z/OS*
- *IBM DB2 Performance Expert for z/OS*
- *IBM DB2 Query Monitor*
- *IBM DB2 SQL Performance Analyzer for z/OS*

To ensure speedy deployment of the new tools, IBM worked closely with EBSCO during the migration. IBM consultants helped configure and test each of the products, sharing their knowledge and expertise with the EBSCO IT staff every step of the way. For example, IBM showed EBSCO how to leverage IBM Debug Tool for z/OS to convert existing programs into IBM standard COBOL syntax using the product's Migration Utility. This saved the company both time and resources.



As a result of using IBM mainframe optimization products, the productivity of EBSCO's IT staff is higher than ever.

“The software customization usually takes longer than anything else, and that’s where we had to rely heavily on IBM’s input,” says Fitts. “In many cases, the IBM consultants sat down and did it themselves, because we just did not have the time to go through the books and go through all the different parameters. The IBM experts knew what they were doing, and they were able to perform the software customization in a third of the time that it would have taken us to finish the project.”

Improving DB2 Universal Database performance

To optimize the performance of the its IBM DB2 Universal Database™ system—which serves as the data repository for magazines and journals from more than 60,000 publishers worldwide—EBSCO deployed several tools. The software products perform a range of functions, from capturing and analyzing performance data to making recommendations for optimizing queries.

EBSCO is using IBM DB2 Performance Expert to simplify a number of routine administration tasks. The DB2 tool provides DBAs with a single system overview that monitors all subsystems and instances in a consistent fashion, saving both time and effort. Now, DBAs can see a history of changes by time, by user and by application. "Our DBAs really like this product because it helps ensure data integrity," says Fitts. "Additionally, IBM DB2 Performance Expert was very easy to install. We had it up and running in just minutes."

Future enrichments

Moving forward, EBSCO will continue to leverage tools from across IBM's wide product portfolio, building customized solutions that take advantage of the breadth and depth of IBM offerings. "We are really pleased with the way this project turned out," says Fitts. "We assumed that a major migration such as this one would come with a large price tag. But we were able to implement a comprehensive information management platform within budget and on time. This whole project has been a success and has placed us in a prime position for seamless future growth."

For more information

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