About the Client

The Client is a U.S. Fortune 500 company providing health care and insurance since the middle of the last century. The company has over 10 million medical benefit members and approximately 7 million additional specialty product members. The company has over 50,000 employees.

About (E)JES

(E)JES is a systems management tool that provides information to monitor, manage and control your z/OS JESplex, whether you are running JES2, JES3 or both. (E)JES panels provide current information on jobs, devices, queues, and other resources. (E)JES can be used interactively via a 3270 terminal or a web browser, or programmatically using many popular languages.

(E)JES offers more functionality than competing alternatives and uses fewer resources to perform similar activities. Benchmarks show between 3.5X and 12.5X improvement. (E)JES provides bottom-line, hard dollar cost savings to customers.

The Challenge

The Client was looking for a replacement for their existing spool management tool primarily due to the existing product's increased maintenance costs. A team was brought together from many IT service departments to evaluate the competing products. The competitors were evaluated in the following areas:

- *IT Costs*
- *Productivity*
- *Response time*
- *Security*
- *Customer support*

The Solution

After speaking to representatives and viewing web demos for the available spool management products, the team decided to evaluate (E)JES. The group judged (E)JES on the following factors:

IT Costs: The maintenance fees for (E)JES proved to be significantly lower than that of their existing product. Plus, (E)JES uses resources more efficiently and is therefore cheaper to run.

Productivity: (E)JES has many of the same commands as the existing product and offers transition tools to further facilitate the conversion process. (E)JES has all the functionality of the existing product and more. (E)JES has additional displays and commands not available in the other product.

Response time: (E)JES performs faster than the existing product. Additionally, (E)JES redirects up to 94% of the processing under ISPF to zIIP, which both speeds up processing and saves money.

Security: The internal and external security options built into (E)JES are an improvement over their existing product and provide a more fine-grained security policy.

Customer support: During the trial, Phoenix Software provided exceptional customer support. New functionality was even added to the product at the Client's request. In a survey, the Client rated Phoenix Software technical support 9 out of 10.

The Conclusion

After detailed research and a lengthy evaluation process, the team proposed to management to replace their existing spool management software with (E)JES.

The Client is currently using the basic interactive (E)JES 3270 interface. As the business need arises, they plan to make use of the REXX API and the new (E)JES Web interface.

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