(E)JES®

User Story—Global Service Provider

About the Client

The Client is a multinational corporation providing risk management, insurance, reinsurance, human resources, and outsourcing to clients worldwide. Their human resources division, based in the U.S., is the global leader in its field, performing consulting and outsourcing solutions to 20,000 clients across six continents.

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 using two JES management products, one for operations and another for end user access. They wanted to replace both of these with one product.

The product used for end user access had limited security implementation. It lacked an interface into RACF®. All the security in the product was developed in-house back in the 1980's. Access control was very limited and difficult to manage. The primary reason for the change in JES management software was to improve security. Any other added benefits of a replacement product would be a bonus.

The Solutions

The administrator responsible for mainframe planning chose to evaluate (E)JES due to the product's robust RACF interface. (E)JES security can control who can use (E)JES, which users can issue commands, for which jobs users can issue commands, which columns to display, and which jobs and output to display.

During the trial and beyond, the Client learned that (E)JES was superior in a number of other ways as well:

IT Costs: (E)JES has lower licensing fees than the other product. Plus, (E)JES is more resource efficient providing a higher return on investment then their previous product.

Productivity: The (E)JES interface is so easy to learn and use that there were no training costs and a trivial amount of lost time associated with the transition. Additionally, (E)JES has a powerful REXX API and batch interface that allowed the company to use their current REXX execs virtually unchanged.

Response time: The Client is a large company with many sites so performance is critical. A much faster response time and 94% zIIP redirection under ISPF saved the company time and money.

Customer support: The Client gave Phoenix Software technical support 10 out of 10 for both problem resolutions and answers to technical questions. Also, Phoenix Software has been responsive to requests for product and documentation enhancements.

The Conclusion

In replacing two products with (E)JES, the client improved security with powerful RACF support. They also saved money and benefited in countless other ways by switching to a modern product with a rich set of interactive and programmable interfaces for accessing JES-oriented resources in z/OS. The technical staff and end users are all very pleased with the change.

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