

J.D. Williams Uses SmartProduction® to Improve Batch Performance

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When the largest direct mail group in the UK - J.D. Williams, began experiencing performance difficulties in the processing of their entire daytime batch schedules, they looked for a solution to help them manage their 34,000 weekly batch jobs. Their biggest issue was with a schedule that ran twice as long as necessary, impacting both CICS and TSO performance at a critical time of day.

J.D. Williams decided to take a trial evaluation of the **SmartProduction** performance enhancement software to identify the inefficiencies in their batch workload, and view **SmartProduction's** recommended solutions for improved throughput.

"Without a tool like **SmartProduction**, we would have had to manually investigate more than 4,500 production jobs running each day over a 28-day period to identify problem jobs," says Phill Pollitt, Operations Services Manager for J.D. Williams. "We worked closely with **SmartProduction** technical support personnel, who reviewed our SMF data and provided us with detailed reports that proved **SmartProduction** would provide major benefit to our environment. This prompted us to license **SmartProduction**."

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Immediately upon installation of the licensed Product, **SmartProduction** began identifying problem areas, highlighting more than 450 problem jobs in its first report alone. Many of these problem jobs resulted in excessive use of CPU and I/O. J.D. Williams implemented changes to more than 100 jobs, saving up to 10 minutes per job.

SmartProduction provided major benefit to J.D. Williams' critical areas of their schedule. Not only did they reduce a daily production job from 90 minutes to 45 minutes, they were able to shave more than an hour off another job that is run three times per day.

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SmartProduction also identified and corrected scheduling bottlenecks and initiator shortage problems. Using **SmartProduction** reports, J.D. Williams was able to quickly optimize its production initiator settings, reducing the number of job classes from 36 to three.

"The changes recommended by **SmartProduction** were quick to implement and produced immediate results," says Pollitt. "Smart Production is now a vital part of the Performance Improvement Process at J.D. Williams, and is used on an ongoing basis to gain further benefit, and ensure changes made to programs, JCL or schedules do not degrade performance."

