



Business challenge

APIS IT d.o.o. needed to find a comprehensive monitoring solution so that it could integrate monitoring data from multiple systems to provide one view into its IT operations.

Transformation

APIS IT uses IBM® Service Management Suite for z/OS® and IBM Service Management Unite software to gain a comprehensive view into its IT operations. The two applications provide a single point of control (SPOC) for systems management so that APIS IT can gather monitoring data from all of its systems, including hardware and software resources.

Business benefits

99.91%

availability
under revised SLAs

Provides

one point
of management for the company's
complex IT environment

Supports

a proactive approach
to IT infrastructure management

APIS IT d.o.o.

Creating integrated monitoring for complex IT environments using IBM software

APIS IT designs, develops, implements and maintains information systems for the Republic of Croatia and the city of Zagreb. In operation for more than 50 years, the company took the name APIS IT in 2005. It is based in Zagreb, Croatia, and has approximately 400 employees.

“We’re under current revised service level agreements and we are achieving 99.91 percent of availability.”

—Dražen Zadro, Systems Engineer, APIS IT d.o.o.

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Monitoring disparate systems

APIS IT maintains a large and diverse array of systems, including mainframe and other types of servers. Like many companies, APIS IT's technology environment was becoming increasingly complex. "Things are changing every day," says Dražen Zadro, Systems Engineer at APIS IT. "We're making new additions to our systems, adding new services. To have everything covered, I need to integrate data from various systems to provide a single point of view, because I need to have an understanding of the whole picture, and so do our customers."

To continue delivering on its service level agreements (SLAs) and providing high-quality service to customers, the company needed a comprehensive monitoring solution so that it could integrate monitoring data from multiple systems to provide one view into IT operations. "As a systems engineer, I need to implement monitoring systems and also explore data functionalities to put our systems to the best possible use," comments Zadro.

Gaining a comprehensive view

APIS IT implemented IBM® Service Management Suite for z/OS® and IBM Service Management Unite software to gain a comprehensive view into its IT operations. "These applications are very flexible and let us integrate third-party data from the systems that aren't on the mainframe," says Zadro. The two applications provide a single point of control (SPOC) for systems management so that APIS IT can automatically gather monitoring data from all of its systems, including hardware and software resources. Employees can access information through predefined dashboards included in the IBM applications.

Zadro anticipates that the IBM software will continue to help the business, even as its IT environment grows and changes. "The main strength in the Service Management Suite is its flexibility and the possibility to fetch data from almost any imaginable systems," notes Zadro. "I'm thinking about modern trends in the way of APIs [application programming interfaces], and I think

that's where the future of the monitoring lies. To gather data no matter where it is and no matter what its function is."

Delivering better service

Using the IBM software, APIS IT achieved 99.91 percent availability under revised SLAs, even as it continues to change its IT environment and add to it. "Monitoring is a direct tool in providing system availability and response time," explains Zadro. "It's an important piece of the puzzle in helping us deliver a better quality of service to our customers."

The solution also helps APIS IT take a more proactive approach to managing its IT infrastructure. "We can be more proactive, and that's really important in engineering and system monitoring," says Zadro. "Because when something goes wrong, everybody asks for the administrator. But when everything is going well, no one notices the work we do, and that's how it should be."

Solution components

- IBM® Service Management Suite for z/OS®
- IBM Service Management Unite

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Take the next step

To learn more about IBM Service Management Suite for z/OS and IBM Service Management Unite software, please contact your IBM marketing representative or IBM Business Partner, or visit the following websites:

ibm.com/us-en/marketplace/service-management-suite-for-z,
ibm.com/us-en/marketplace/ibm-service-management-unite

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