



European Bank Case Study

Introduction: A leading international financial services provider decided to implement the i-Rays system to increase the operational reliability of its core systems on the IBM i platform. The financial services provider processes customer data using two IBM Power servers connected by a replication system. Systems are monitored using Dynatrace, which provides comprehensive observability for all the company's systems, except IBM i.

Problem: The financial services provider faced several critical challenges. First, the availability of specialists with the required IBM i system skills was steadily declining, making system maintenance and management difficult. Second, there was insufficient visibility into the most important infrastructure component on which virtually all customer transactions are conducted. This lack of transparency made it difficult to identify and resolve problems early on.

Since the company operates in a highly competitive market and is under intense regulatory pressure, IT system disruptions and outages are particularly critical. Such outages could not only result in significant financial losses, but also jeopardize customer confidence and compliance with regulatory requirements. Therefore, it was paramount to find a solution that improved both the visibility and operational reliability of IBM i systems.

Solution: The implementation of i-Rays enabled complete visibility into the entire IT ecosystem, including IBM i servers, reducing the time needed to diagnose faults and preventing outages through preventative measures. Thanks to its ability to detect anomalies in system operation and filter out false alarms, the i-Rays system reduces the burden on the administration team—only relevant events are reported as faulty situations. Furthermore, in standard or emergency situations that require a switchover to the backup system, i-Rays ensures that system configurations are identical and do not pose any hazards that could lead to errors in system operation after the switchover.

Implementation: The biggest challenge during the implementation, which was technically straightforward, was convincing the administrative team to change their usual working methods and use the new Dynatrace displays. This transition required some convincing, as the IBM i team was accustomed to their previous methods.

However, by leveraging Dynatrace and i-Rays, the team was able to achieve numerous benefits. These included a reduction in false alarms, which often led to unnecessary interruptions. Moreover continuous configuration suggestions kept the system within safe operating limits. These suggestions helped optimize system performance and identify and resolve potential problems early on.

Another significant benefit was the simplified onboarding of new employees. Thanks to i-Rays, new team members were able to take on their tasks more efficiently and quickly without

requiring years of experience in administering the IBM i platform. This facilitated the integration of new employees and increased the team's overall productivity.

The implementation of i-Rays is particularly important in the context of critical infrastructure. Financial services providers are among the critical infrastructures whose failure can have serious impacts on society and the economy. The implementation of i-Rays significantly increases operational reliability, helping to ensure the stability and reliability of core banking systems. This is particularly important for meeting regulatory requirements and increasing customer confidence in the security of their transactions.

Benefits: Comprehensive visibility and monitoring of IBM i servers has significantly reduced operational risk. i-Rays enables early detection of anomalies and potential problems, allowing preventative measures to be taken before failures occur. This is especially important for critical infrastructures, as failures can have serious impacts on society and the economy.

Another benefit is the continuous optimization of system performance through configuration suggestions that keep the system within safe operating limits. This contributes to the stability and reliability of the IT infrastructure and meets the high requirements of regulators.

The simplified training of new employees is also a significant advantage. Thanks to i-Rays, new team members can take on their tasks more efficiently and quickly without requiring years of experience in administering the IBM i platform