



## Hybrid Workload Management Multi-Tier Web Applications Scenario



### Value introduced by the Unified Resource Manager









- Pegasystems provides solutions for customer experience (Cx) management including both customer service and call centre software.
- Cx is more dynamic, individualized and customer-centric versus enterprisecentric Customer Relationship Management (CRM) – also called CRM+
- Over 200 of the world's most trusted brands use Pegasystems products

Welcome to Citi et an iPod® nano with a Citibank ome Equity Loan or Line of Credit

get details

Colicason Assessment V Info Next best action Childhank Home Equity Loan Coli Ecuity Loan Reading Cobleck Home	hat F Hearry Assessment Cribank Itoma Equity Deryte-Days Bank Celly Renum Sector J World	Constant Constant Constant (C	Dec Cus	cision <i>stomer</i> 10	Mana r Interf 0's	ger <i>'ace</i>
Riska Credit Rikk •   - Advice Citibank Home Equity Loan   EACKGROUND Customer studion that justifies offering the proposition now •   Index Section of Section 10 (Section 10) •   Isee Uhst •   Dis the the quity you've built in your home to secure a Citibank fixed rate lean of up to \$1,000,000. •   HOW IT WORKS Financing available from \$10,000 to \$1,000,000, if you qualify. •   PRICING • •			VILCONE MILCONE MILCONE MILCONE	CB 25   PLANWIG & TOOLS   MVE Retes as fow as 24.99 Min Windle Affect 19.90 Min 19.90 Min 19	STING & MARKETS   SPECIAL OFFE Welcome to Cf Otti fastured after fram with a Home Equit from Cittbank. Welcome to Citta Pastured after fram Cittban Fastured after fram Cittban Fastured after fram Cittban Checking with a free	RS Cittbank y Line of Credi get d i. * n. Get Cittbank rewards progr- get #
Recom Ca	Imendation Il Centre U 1000's	Advisor <i>Isers</i>	Them Early Line of Credit Theorem Early Line of Credit Theorem Line And And And And And And And And And And And And And And And And	International and access to the formation about and access to the formation of the formatio	Evidence and	ti ibani with a Citibani on Line of Cree get d find an ATM/branch in Bebal locations asanch in-size when you per when you per when you per series family of compar



**Visual Business Director** Lending Analysts 10's

Let's build a smarter planet.

IBM

## Showcase Workloads – zEnterprise Topology



<sup>&</sup>lt;sup>1</sup> All statements regarding IBM future direction and intent are subject to change or withdrawal without notice, and represents goals and objectives only.



#### **Smarter Banking hybrid workloads in zEnterprise**

Example of banking workloads running in Heterogeneous environment



- A Workload is a grouping mechanism and management view of virtual servers supporting a business application
- It provides the context within which associated platform resources are presented, monitored, reported and managed
- A **Performance Policy** is associated with a Workload
- Unified Resource Manager will dynamically adjust CPU settings to achieve performance policy compliance
- Workloads can span LPARs, blades, and even zEnterprise systems (up to eight)



Workload = Customer Decision Rules

**Priority: High** 







#### Virtual Server CPU Management - Demo Overview

After starting Simulation, workload increases on VBD Server. Workload Adjustements occur to distribute available resources from Batch.



6





## Summary – zManager Performance Management

- Extend z/OS goal oriented workload management concepts across zEnterprise mixed processors environment
- Integrated function of zEnterprise Unified Resource Manager firmware
- Workload based goal oriented policy definition
- Monitoring and reporting in context of Workload and associated performance policy
- Goal oriented resource management









# Backup slides & demo screenshots