



Shaping the future –
together.

Overview

Suboptimal performance

Running a mission-critical web service across two transaction environments decreased response times and system stability, threatening customer service levels.

Consolidating for efficiency

DATEV eG worked with IBM to reconfigure the service to run in the IBM CICS environment, boost response and performance.

Positioned for the future

Consolidating in the CICS environment increased the company's processing capacity by 20 percent and simplified infrastructure maintenance.

Solution Components:

Software

- IBM® DB2® 9 for z/OS®
- IBM® CICS® Transaction Server

Hardware

- IBM® zEnterprise™ 196

Services

- IBM® Software Services for WebSphere®
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DATEV eG drives improved performance and customer satisfaction

Consolidated transactions processing lays the groundwork for growth

DATEV is a software house and IT service provider for tax consultants, auditors and lawyers, including their clients. Its service areas include accounting, business consulting, taxation, enterprise resource planning (ERP), as well as organization and planning. Founded in 1966, DATEV has more than 39,700 members, 5,844 employees, and turnover of 699 million Euros in 2010.

Challenge

For DATEV, maintaining a close and continuous dialogue with customers is essential to keeping in touch with their needs. The commitment DATEV demonstrates to its customers' success has been the foundation of a strong relationship. As the company's base of applications continued to grow, approaching its systems' capacity, DATEV recognized it needed to act to continue delivering a high level of performance to customers. The organization's imminent release of a compelling new range of software made it all the more important.

One particular challenge was seen in the architecture through which the DATEV infrastructure addressed customer authentication and authorization. Originally, a web service known as Business Rules performed the function. It ran on an IBM® WebSphere® Application Server platform running in an IBM® AIX® environment, where it accessed the company's authorization database, an IBM® DB2® data server running in the IBM® z/OS® environment.

The performance challenge came when DATEV expanded the use of the Business Rules web service to support transactions from the company's IBM® CICS® Transaction Server software in its z/OS environment. The downside to this approach is that the network and protocol overhead associated with this method can slow CICS Transaction Server software response times, while running the software in the AIX environment as opposed to the z/OS environment can introduce potential instability to the architecture.



Solution

To address the broader capacity issue, DATEV worked with IBM to upgrade its two existing IBM® System z10® Enterprise Class (z10 EC) servers with two IBM® System zEnterprise™ 196 servers running the z/OS environment. As part of the initiative, DATEV also activated one IBM® System z® Integrated Information Processor (zIIP) in each system, helping the company to further centralize its data, thus boosting resource optimization and lowering the cost of computing.

To resolve the performance issues associated with the Business Rules web service, DATEV teamed with IBM® Software Services for WebSphere to port the Business Rules web service from the AIX environment to the z/OS environment that supports the CICS Transaction Server software. By reconfiguring the Business Rules web service to run in the CICS environment, DATEV was able to optimize its performance on many levels. For instance, the fact that the solution uses the Java® Database Connectivity (JDBC) Type 2 driver to access the authorization database helps enable a local, rather than remote, connection. This not only improves stability but also enhances response times for the CICS Transaction Server software by a factor of five.

The success of the Business Rules web service porting project led DATEV to implement even more applications as Java-based web services in the CICS environment. With the pipeline and tooling support of its CICS Transaction Server software, DATEV was easily able to expose its existing Java application as a CICS web service. In the wake of this expansion, the Business Rules web service currently supports an average of three million requests per day. Other, longer-term benefits of the company's decision to consolidate the Business Rules web service in the CICS environment include easier infrastructure maintenance because application updates occur only in one place. Moreover, the fact that most of the organization's young developers prefer Java language over COBOL/C language will make it easier for DATEV to attract and retain talent.

Benefits

- Improves database response time by more than fivefold during peak periods
- Enhances customer service through a 15 percent increase in application speed
- Lays the foundation for the next three and a half years of growth with a 20 percent increase in processing capacity

For more information

To learn more about IBM System z software, please contact your IBM marketing representative or IBM Business Partner, or visit the following website: ibm.com/software/systemz

“Our central business rule service performs a mission-critical function for us. With IBM, we made the necessary changes in our infrastructure to meet all requirements of stability and performance for our customers.”

— Horst Bachmann, Head of Department Communication and Security Products, DATEV eG



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