IBM

Barclays strengthens service delivery with intelligent workload automation.

Overview
Barclays PLC London, England www.barclays.com
Industry • Banking • Financial Services
Employees • 127,000
Software • IBM Tivoli® Workload Scheduler 8.2
Server • IBM System z™ running z/OS®

BARCLAYS

"Tivoli Workload Scheduler has helped our staff manage a rapidly growing production environment and provide a trusted and reliable service to our customers and clients at all times."

— Bob Gribben, Infrastructure Practitioner, Barclays PLC

Barclays PLC is one of the largest financial services companies worldwide. The organization moves, lends, invests and protects money for more than 27 million customers and clients in 50 countries.

Challenge

Barclays processes more than 6 million operations each month to complete critical business transactions for ATM, online banking, credit card, regulatory reporting, branch accounting and data warehousing functions. Effectively managing these workloads is critical. Any production errors can affect the bank's ability to update account balances, access current information for lending and investment decisions, and authorize credit and debit cards.

Solution

For more than 15 years, Barclays has used IBM Tivoli Workload Scheduler software to automate, plan and control the processing of workloads across its mainframe and distributed environments. The organization implemented Tivoli Workload Scheduler as part of an effort to centralize IT operations and enable existing staff to support a growing IT environment. Today, Tivoli Workload Scheduler manages nearly 200,000 jobs daily and helps the bank deliver trusted and reliable services.

Because Tivoli Workload Scheduler begins jobs as soon as their dependencies are satisfied, throughput has increased by 5 percent year-over-year. This enables the organization to support additional workloads from acquisitions without any impact to services. Automatic alerting and error detection help prevent and resolve problems before production errors impact operations. Jobs never run out of sequence, and if a job fails, Tivoli Workload Scheduler handles the recovery process with little or no operator intervention. This has helped increase staff productivity by 10 percent year-over-year. The software also schedules jobs based on their importance to help the bank meet and exceed its service level agreements (SLAs).

Benefits

- Improved staff productivity 10 percent year-over-year
- Increased throughput 5 percent year-over-year to support additional workloads from acquisitions without any impact to services
- Helped bank meet and exceed SLAs
- Increased competitiveness through the delivery of trusted and reliable services

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