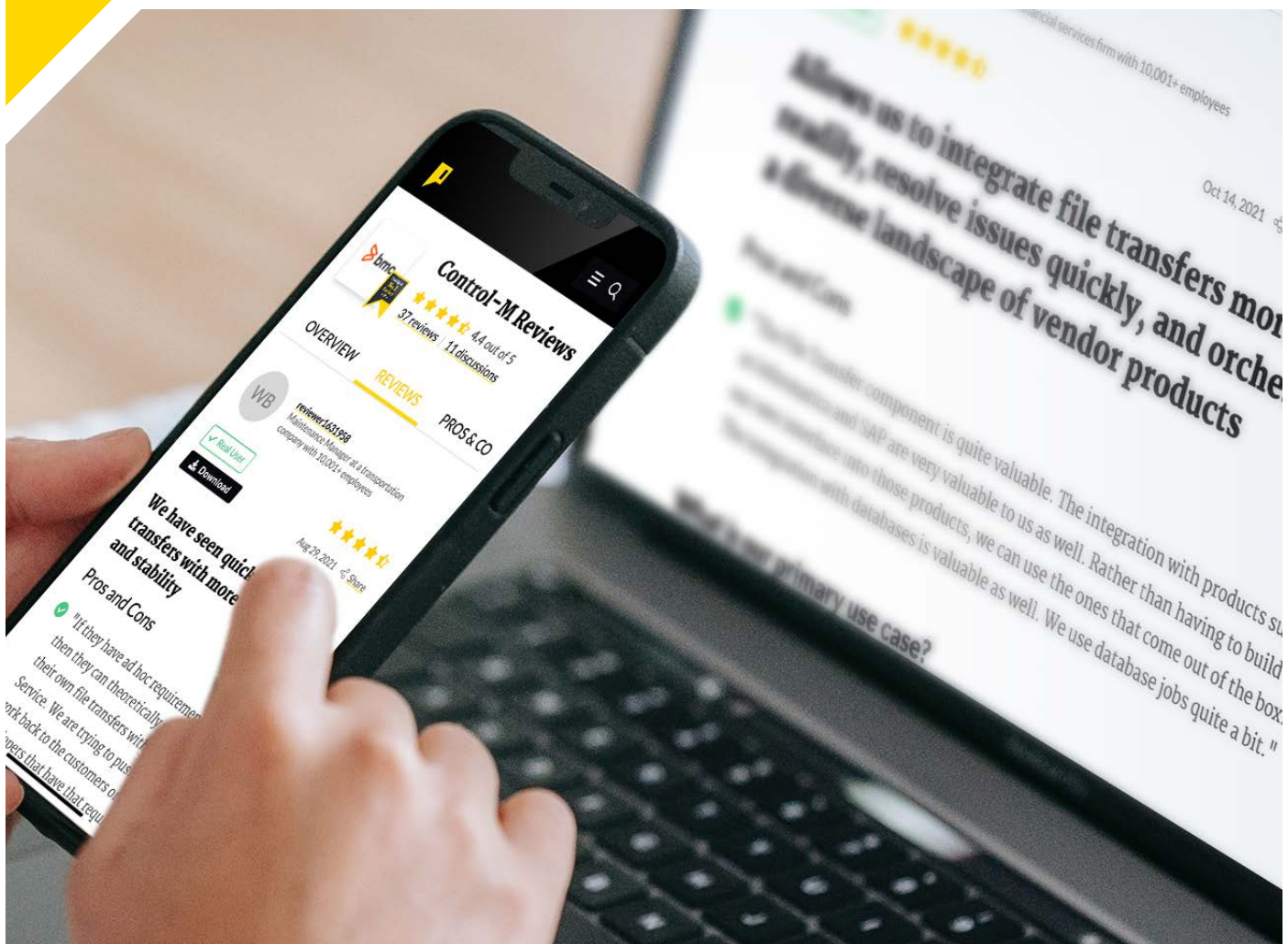


PeerPaper™ Report 2022

Based on real user reviews of Control-M

Guide to Selecting an Application and Data Workflow Orchestration Platform



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Introduction

To succeed in today's highly complex and decentralized business environments, organizations need a way to orchestrate all their critical application and data workflows, mainframe to cloud. Enter application and data workflow orchestration platforms. They help forward-thinking companies become more agile and efficient. This is the essence of business modernization. A good workflow orchestration platform should make it easy for companies to define, schedule, manage, and monitor all production workflows. The result? Companies can accelerate new business applications into production, scale DevOps and DataOps collaboration, simplify workflows across cloud environments, and deliver data-driven outcomes faster.

Overview of Application and Data Workflow Orchestration

Application and data workflow orchestration platforms can automate workflows on-premises, in public and private clouds, and in hybrid environments. These tools allow users to build rule-based workflows that can easily be configured to connect workflows in different systems into workable business processes. Organizations configure workflows once and run them over and over again.

Application and data workflow orchestration platforms deliver high performance by scaling horizontally so companies don't have to build expensive infrastructures for their workflows. Instead, they can conveniently handle large workloads on demand. They also have built-in dashboards that let users know the status of all workflows and related business services.

Common Use Cases

PeerSpot members are putting Control-M to work in a variety of use cases. Below are some of the more common use cases about which our members have shared their experiences.

Supply Chain Management

For an ITSM Implementation Manager at a transportation company with over 10,000 employees, the primary use case was for supply chain related tasks. He stated that “Control-M helped improve data transfers. Specifically, things like processing sales information. So, we have all the data from our various retail locations [and] our individual stores that get processed every day automatically using Control-M. And we have our daily pricing information that we send to the stores to update all the pricing for all the different locations....”

A subject matter expert at Estée Lauder, a consumer goods company with over 10,000 employees, likes to use Control-M to help solve supply chain issues as well. As he put it, “...we are dealing with supply chain issues. Most of the jobs in Control-M are through SAP.”

“Control-M helped improve data transfers. Specifically, things like processing sales information.”

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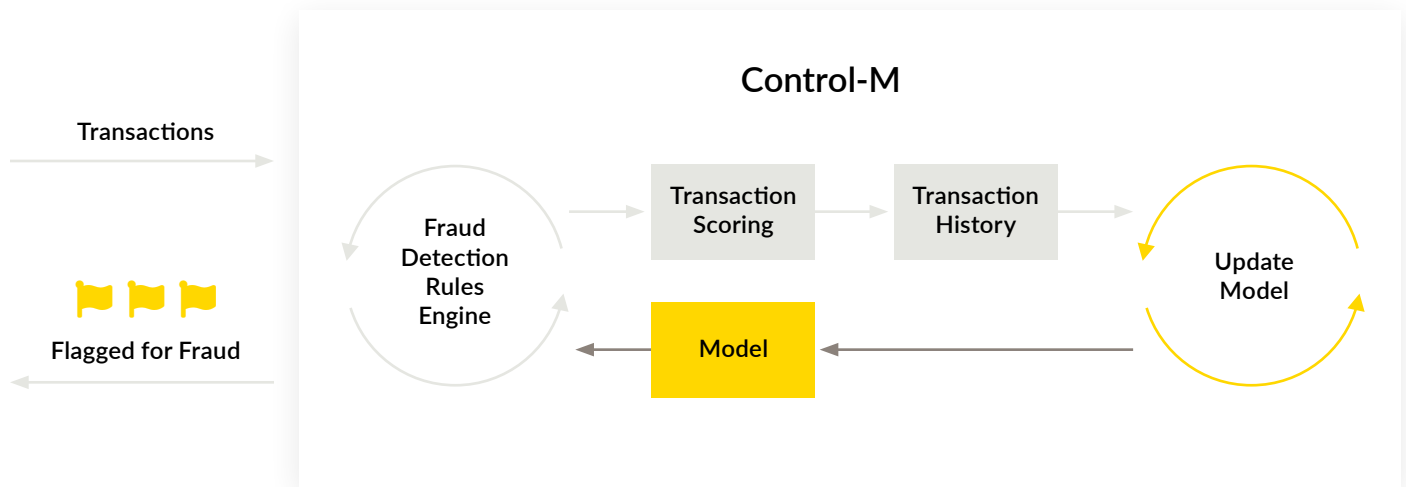


Figure 1 – Control-M orchestrates the data interactions and file movements between the applications and infrastructure companies put in place to identify fraudulent transactions.

Fraud Detection

Fraud detection is another popular discipline where Control-M plays a critical role for many organizations. One of the product’s key benefits is that it can orchestrate all the data interactions and file movements between the applications, data sources, and infrastructure that companies put in place that are then used to identify fraudulent transactions in credit card purchases and wire transfers. This level of automations makes it easier for organizations to prevent potentially serious revenue losses and regulatory breaches.

Figure 1 captures this process in a simple reference architecture. Estée Lauder’s subject matter expert loves that ever since they implemented Control-M to orchestrate workflows to support their fraud detection use cases, the company has been able to shift a number of employees to other high-value work. He went on to say that, “After the migration to Control-M, there were no limitations. Where there are different protocols, we can use the APIs and integrate things with Control-M. There are no worries about integrations with Control-M. In UC4 there were lots of limitations because we needed the same protocols to integrate things. With Control-M, there are no such limitations.”

“After the migration to Control-M, there were no limitations. There are no worries about integrations with Control-M.”

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“Control-M makes things easier and faster by helping our treasury operations go without any interruptions.”

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Financial Management

Control-M helps companies orchestrate application and data workflows supporting financial management services. It's a great way to automate tasks that support business services including intercompany loans and other transactions, accounts payable and receivables processes, and more. An IT Specialist at a financial services firm with over 10,000 employees uses Control-M in day-to-day operations. He had the following to say: “It is a key in our financial sector. We are automating via Control-M in our treasury operations, including any evening updates. Control-M makes things easier and faster by helping our treasury operations go without any interruptions.”

An IT Operations Specialist at a retailer with more than 5,000 employees likes the ability to securely transfer financial files with Control-M. More specifically, he stated, “We transfer financial files between Google cloud.... We have a lot of automated jobs, around 3,000 jobs per day that we load, that range between just regular commands for our planning allocations, finance, or data warehouse along with Google cloud. We're starting to implement a lot of that, but a lot of it has been automated and it allows us to process everything in a timely manner.”

Solution Selection Parameters

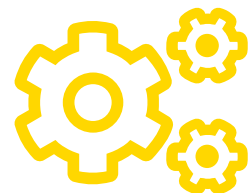
For organizations undertaking business modernization initiatives, it's essential to look for a platform that will enable users to orchestrate application and data workflows. To pick the best platform, it's important to first know what kind of use cases and specific challenges you're looking to solve and identifying the requirements to support your goals. Once those requirements are met, product features such as workflow design flexibility and integration capabilities can help make the final decision between different platforms.

PeerSpot members identified the following product features as important to consider when selecting an application and data workflow orchestration platform:

Be Business-Facing

Many Control-M users cited the product's business facing capabilities as a key feature. This means that the platform provides end-to-end workflow management and visibility that can be readily used by anyone in the organization, not just IT Ops.

A Presales Tech at TechAccess, a small tech services company, liked that Control-M provides insights into his companies' processes. He said, "Your business people will know what process they are running and what the state of the process is [and they] immediately know [if there are any] changes in their process."



**Provides
end-to-end
workflow
management
and visibility**

He was also pleased that the Control-M platform is well-suited to non-IT users. He elaborated by saying, “Business people can understand the methodology of Control-M and the intuitive features that it has. It has a fantastic graphical user interface and is easy to understand. You just have to drag and drop but in a very intuitive way.”

A Senior Automation Engineer at a computer software company with over 1,000 employees appreciated that business personnel can keep track of processes with Control-M. For example, he stated, “They can see if things are behind or ahead. It helps them keep track of the stuff that’s important to them without having to call other people or put in tickets.” More specifically, he went on to say, “We have been able to decentralize teams to manage their own application workflow orchestration environments. That’s important because it frees up resources.”

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Be Easy to Implement and Use

According to Control-M users, ease of implementation and use are paramount to success with an application and data workflow orchestration platform. According to PeerSpot members, Control-M meets these criteria. For example, a Software Consultant at a small consultancy found that Control-M is “very easy to use” and that it is “easy to scale” as well. He added, “The initial setup was easy. The deployment took two weeks.”

A Director at a performing arts school with more than 5,000 employees loved that Control-M’s initial setup was straightforward. He related, “It is really easy to understand the archi-



Fantastic graphical user interface

“...has good stability and integration capabilities. It is also easy to use and easy to implement.”

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Allows for faster processes and to free up resources.

ecture, and even install it. Based on some internal rules that we have in-house, Control-M fits well with our architecture. It took a day to install and a week to implement.” After one week, they had some jobs working and were able to get the users to see, control, and monitor the jobs. They had it deployed and working in less than a week for Windows, Linux, and HP-UX operating systems as well as VMS.

A Solution Architect at a small consultancy also appreciated Control-M’s ease of use. He stated that he “would recommend this solution” as it “has good stability and integration capabilities. It is also easy to use and easy to implement.”

Support Any Infrastructure, OS, or Application

When choosing an application and data workflow orchestration platform, it is a good idea to confirm that it supports a wide range of infrastructures, operating systems (OSs) and applications. This support is helpful in making application and data workflow orchestration part of business modernization across multiple systems in an organization. To this end, a System Programmer at a bank liked that scaling at his company has been easy with Control-M. Specifically, he stated, “The bank has been growing for the last 15 years, and we had no problem with Control-M. Control-M has adapted to our growing architecture. All new applications that we have, such as SAP, Informatica, or databases, are covered by Control-M.” Figure 2 depicts this kind of heterogeneity.

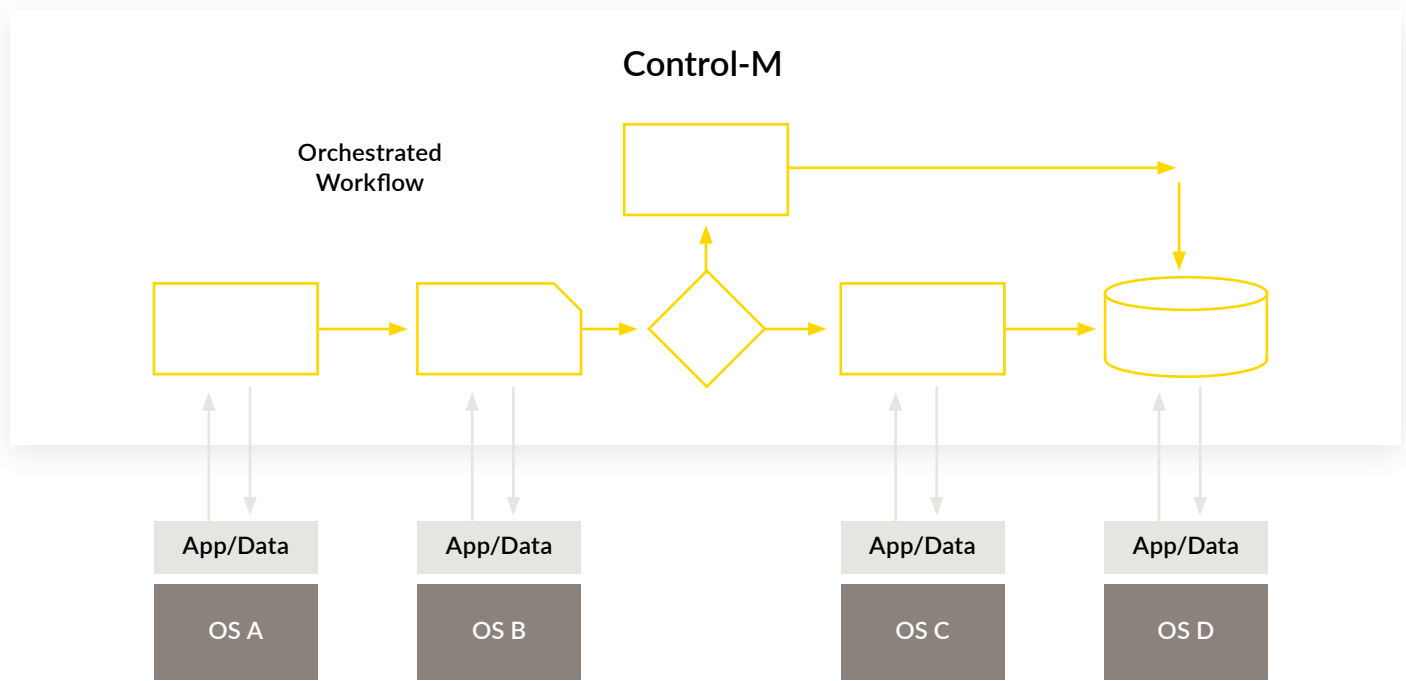


Figure 2 – An orchestrated workflow that involves data and applications running on multiple operating systems.

“We have about 40,000 processes per day. We also have 100,000 executions per day. All file transfers between the headquarters and the branches and the external providers are managed from Control-M.”

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He elaborated, noting, “We have about 40,000 processes per day. We also have 100,000 executions per day. All batch processes are integrated into Control-M from different systems, such as Windows, SAP, Informatica, etc. All file transfers between the headquarters and the branches and the external providers are managed from Control-M.”

A Senior Associate at a tech services company with over 10,000 employees uses Control-M mainly for scheduling “jobs on Linux Windows, SAP, and DataStage environments; a few other application integrations, like Micro Focus, and third-party applications, like Web API.”

Meanwhile, an Operator/Assistant Scheduler at Engen, an energy/utilities company with over 1,000 employees, explained that Control-M is the primary tool used in his department. As he shared, “I create and monitor the jobs in Control-M and that ties into SAP.”

Industry Case Examples

While Control-M is popular across many industries, it is particularly popular in the financial and retail sectors.

Retail

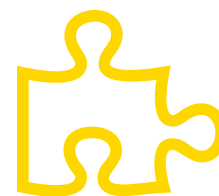
In retail, organizations process a huge number of transactions every day. In turn, it makes sense to automate as many processes as possible. The Solution Architect at the small consultancy spoke to this need, saying, “It [Control-M] is constantly updated to remain compatible with new technologies such as Amazon, Azure, and Google Cloud. It’s very easy to take advantage of the compatibilities.”

A retail IT Operations Specialist acknowledged the value of Control-M integrating file transfers within application workflows. As he put it, “It has made everything a lot quicker. We’ve been able to get files transferred to vendors and we’ve been able to retrieve files from vendors rapidly and securely.”

He also admired how Control-M speeds up the issue resolution process. He remarked, “With the shouts and notifications that we get, we’re able to create tickets as soon as a problem surfaces. So as soon as we do get a job failure, we get an email notification that prompts us to create a ticket, page out the team, and get it resolved in a matter of our terms of our SLA.” Control-M also offers automated recovery actions. This further simplifies error resolution and improves SLA management and workflow performance.

“It has made everything a lot quicker. We’ve been able to get files transferred to vendors and we’ve been able to retrieve files from vendors rapidly and securely.”

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Compatible with new technologies

Financial Services

In financial services, there is a need for organizations to effectively manage and orchestrate application and data workflows that involve processing large numbers of transactions in highly regulated environments. In this context, a Senior Systems Engineer at a financial services firm with over 1,000 employees described how Control-M allows the firm to automate a lot of the jobs that used to run manually. He commented, "Everything is automated. We can automate a lot of different processes using Control-M. You can know where it's at, and you can follow it, follow the job flow, from one job to the next... We used to run a lot of stuff in AT Scheduler and Cron which really didn't meet the needs, especially for the auditors."

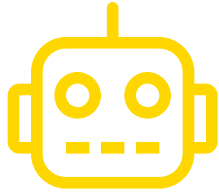
An Administrator at a financial services firm with over 1,000 employees revealed that Control-M provides him and his team with a unified view where they can define and monitor applications. He explained, "This is very important to us, especially in the audit process. We have auditors and they request certain information; using Control-M, we can log in and create the report according to the parameters they're asking for. It makes life much easier."

"Everything is automated. We can automate a lot of different processes using Control-M."

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Speeds up issue resolution process



Automates a lot of the jobs that used to run manually

A Senior IT Consultant at Societe General Maroc, a financial services firm with over 1,000 employees, uses Control-M to automate scripts in banking and automotive use cases. He highlighted that, “These are our two big applications. We have a total of 18 applications running in Control-M now, and we want to move over approximately 13 more.”

He offered more detail, sharing, “Before Control-M, we had a lot of applications running under different operating systems, including Windows Server and Linux Server. We had a lot of scripts and a lot of programs that were running on the servers. When we implemented Control-M, we were able to automate a lot of those scripts. We have a lot of bank applications and processes and to this point we have automated about 30% of the ones that we have to do.”

Conclusion

Application and data workflow orchestration platforms help businesses build, define, schedule, manage and monitor production workflows that underpin critical business services. As Control-M members shared on PeerSpot – when choosing a platform, it’s important to look for one that is easy to implement and use. It should have the ability to be business-facing. The product needs to support different infrastructures, OSs, and applications so it can be easily deployable for different use cases. As these reviews show, a platform with these characteristics can support use cases across many industries.

To learn more about Control-M from BMC, [click here](#). For more in-depth reviews about Control-M from BMC, [click here](#).

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