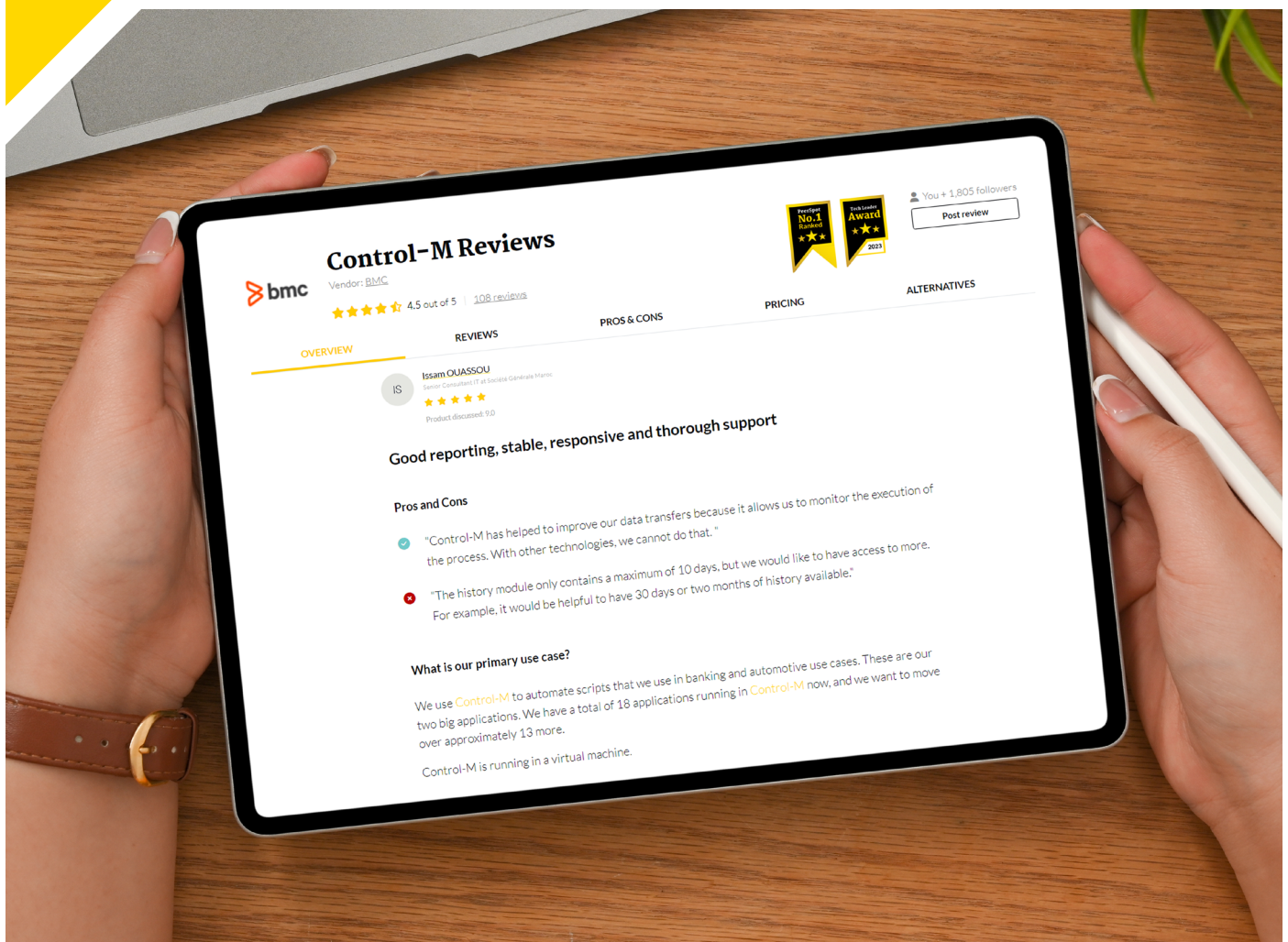


PeerPaper™ Report 2023

Based on Real User Experiences with Control-M

The Importance of Support Teams in the Selection of a Workload Automation Tool



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Introduction

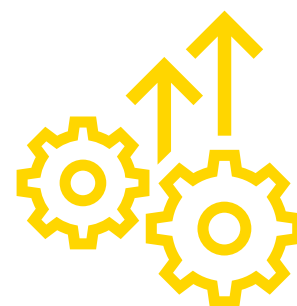
World class support is a “must have” for workload automation solutions. This makes sense, given how so many critical IT functions depend on automated workflows for reliable functioning. Support certainly matters to PeerSpot members who use Control-M from BMC. In this paper, they discuss the importance of support teams in their experiences with the solution. They highlight the significance of working with a vendor whose support team acts like a trusted partner. Rapid response times and fast mean time to remediation (MTTR) count as well, as does return on investment (ROI). Control-M users also shared how they value BMC’s AMIGO program, which facilitates upgrades. Taken together, these elements of support inform the selection process for a workload automation solution. Before we explore customer feedback on BMC’s support, let’s take a look at how Control-M helps customers’ organizations, along with some common use cases.

How Control-M Helps Customers' Organizations

Control-M users reported that the solution helped their organizations by speeding up certain IT operations and making IT team members more productive. For a transportation company's Maintenance Manager, Control-M played a vital role in the company's DevOps automation toolchains. They leveraged Control-M's various "as code" interfaces for developers.

This user remarked, "We have found that a lot of the new customers who are developing for the cloud prefer to use the [Control-M] API and would like to test for themselves. That is really where Jobs-as-Code comes in. They can test and fail quickly the agile way. We have seen quicker file transfers with more visibility and stability."

"Control-M provides a unified view where we can easily define, orchestrate, and monitor all application workflows and data pipelines," said a Manager at a tech services company with more than 5,000 employees. This capability mattered because, as he said, "Running a robust environment, and managing and scheduling on individual servers are quite tedious." With Control-M's centralized mechanism for scheduling jobs on individual components within the environment, the solution "helps with the ease of administration and achieving business requirements." Figure 1 captures this capability.



**Increases
Productivity**



Abhishek S.
Subject Matter Expert at a
consumer goods company with
10,001+ employees



**“The BMC Assisted
MIGration Offering
(AMIGO) is a very
good program.”**

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A System Programmer at a financial services firm with over 10,000 employees described Control-M as “one of the jewels of the queen” for the bank. He added, “It is the heart of the bank.” For batch processes, Control-M is most important. We have Control-M working seven days a week and 24 hours a day.”

In the bank’s case, all file transfers are managed from Control-M MFT. He offered an example, explaining that some of the bank’s smaller clients transmit employee payroll data which the bank takes and uses to prepare payments. He said, “Control-M MFT is used for the information transfer between the bank and Visa, American Express, or Mastercard. All of the information is sent by using file transfer in Control-M. It has improved our data transfers. It gave us the security and the vision of what is happening with our file transfers.”

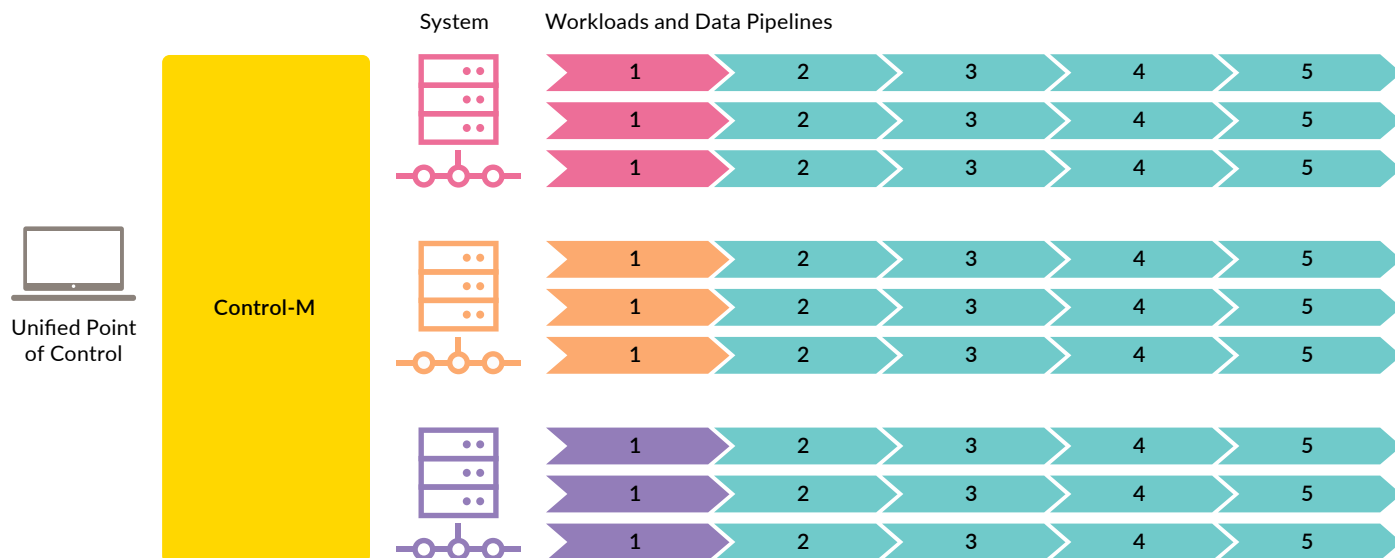


Figure 1 - How Control-M serves as a unified point of control for multiple workloads and data pipelines on multiple systems.

Users highlighted use cases that demonstrate the value of the solution. For example, a Maintenance Manager at a transportation company with over 10,000 employees uses Control-M to schedule the majority of their SAP jobs. “We do that globally for all the production plants,” he said. “We have tens of thousands of SAP jobs and managed file transfer[s].”

SAP is also the primary use case for Control-M at The Estee Lauder Companies, the well-known maker of cosmetics, which has over 10,000 employees. As their Subject Matter Expert put it, “We are dealing with supply chain issues. Most of the jobs in Control-M are through SAP.” They currently have Control-M deployed on-premises, but they plan to migrate it to the cloud soon.

Job automation is the use case for a Junior Unix Specialist at Oy Samlink Ab, a software company with over 200 employees. He elaborated, saying Control-M was for “handling large chunks of data automatically.” For Oy Samlink, this means Informatica workflows, which make up about 50% of all their jobs, along with multiple applications that run on Windows and Linux servers.



Ramakrishna

Manager at a tech services company
with 5,001-10,000 employees



**“Control-M provides
a unified view
where we can easily
define, orchestrate,
and monitor all
application workflows
and data pipelines.”**

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Support as a Driver of Selection

Support appears to be an implicit driver of selection for customers who chose Control-M. For instance, an Operations Support Analyst at a retailer with more than 5,000 employees said, “We migrated from CA Unicenter, which was out of service and quite clunky.” In their case, a lack of support informed their selection of Control-M.

Documentation, which is a subset of support, affected the experience of a Senior Consultant IT at Société Generale Maroc, a financial services firm with over 1,000 employees. He explained, “All of the documentation is available online, which is important. The second point is that the interface is easy to use. The third is that the solution is really stable compared to other products, such as AutoSys or Dollar Universe. These solutions were not stable in our environment. Part of the reason was that we had trouble finding any documentation online.”



Administrator
at a financial services firm with
1,001-5,000 employees



**“The technical support
is wonderful...
Contacting them is
very simple; you can
do it online.”**

[Read review »](#)



Richard M.

System Engineer at a healthcare company with 10,001+ employees



“We selected Control-M due to the ability to migrate everything into it and have everything in one tool.”

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BMC listens to customer requests, which is part of the support landscape. As a Sr. Automation Engineer at a software company with over 1,000 employees shared, “You can download for free an entire container and run Control-M [Workbench] at home if you want to tinker with it. That was unheard of a few years ago. You can type a query in Google and start to see all sorts of documentation that is now available to the public. The major strides that they have made there are pretty darn good.”

The value of support was implicit in the selection thought process of a System Engineer at a healthcare company with over 10,000 employees, who was concerned about the process of migration. He said, “We selected Control-M due to the ability to migrate everything into it and have everything in one tool.” This experience comes, in part, from strong support.

How BMC Serves as a Valued Partner With World-Class Support

BMC customers expressed respect for the quality of the vendor's support organization. As a Sr Integration Developer at a software company with more than 5,000 employees remarked, "Their technical support is very good. They also have a community portal. I would rate them a nine out of ten."

A Director Information Technology at an insurance company with over 1,000 employees concurred, saying, "We used other solutions from BMC as well, and their customer support was always great. I give them a 10 out of 10." An IT MSP at Ryerson, a university with more than 5,000 employees, simply stated, "The technical support is near perfect. I would rate them as nine and a half out of 10."

"The technical support is wonderful," said the financial services firm's Administrator. "I've had no issues with them. Contacting them is very simple; you can do it online. And I usually get a response back within an hour."



Valued Partner



Claudio G.

System Programmer at a
financial services firm with
5,001-10,000 employees



“BMC has very good people. We had very quick replies. Their technicians have always been very friendly, and they have a lot of knowledge of the product.”

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Further comments about speed of response included:


- “BMC has very good people. We had very quick replies. Their technicians have always been very friendly, and they have a lot of knowledge of the product.” - System Programmer at a financial services firm with over 10,000 employees
- “They reply quickly, even before the actual SLA time.” - Digital Business Automation Team Leader at a small tech services company
- “Technical support is very responsive and we have never had any issues with them. Generally, if we have a problem or question, we can open a ticket with BMC and we usually get a response back within an hour, or no later than two hours.” - Administrator at a financial services firm with over 1,000 employees
- “As soon as you have an issue, a ticket is created and the tech support is quite responsive.” - Actimize Implementor and Developer at a tech services company with over 10,000 employees

An Operations Engineer at West Bend Mutual Insurance Company, an insurance company with over 1,000 employees, praised BMC support as “always available.” He added, “They’ve been very helpful with any questions I have. There are multiple means of contacting them, and they’ve always been responsive. The technical account partner, Jake, has been very helpful. The account rep, Chris, has also been very responsive.”

Oy Samlink Ab's Junior Unix Specialist described the quality of BMC's support organization. He started off by saying, "They have been really helpful and knowledgeable." In cases where BMC support originally said, "Well, we don't know for now," they asked for data and provided Oy Samlink Ab with a solution "pretty much every time we have had any issues."

He went on to say, "If they don't have a solution on hand, they take it to the lab. We communicate with them and the lab, then everything works out pretty well. Even if there is a big issue, which isn't very common, they have just taken it, and said, 'We will see. We will go to the lab where we will test.'"

For some, though, the best support is the support one never needs. As the retailer's Operations Support Analyst commented, "I haven't seen any significant issues with Control-M in several years, e.g., we haven't had to call support. So, it has been very stable."



Project Manager
at a energy/utilities company with
10,001+ employees

★★★★★

"The responses are fast and the solutions that they provide are good."

[Read review »](#)

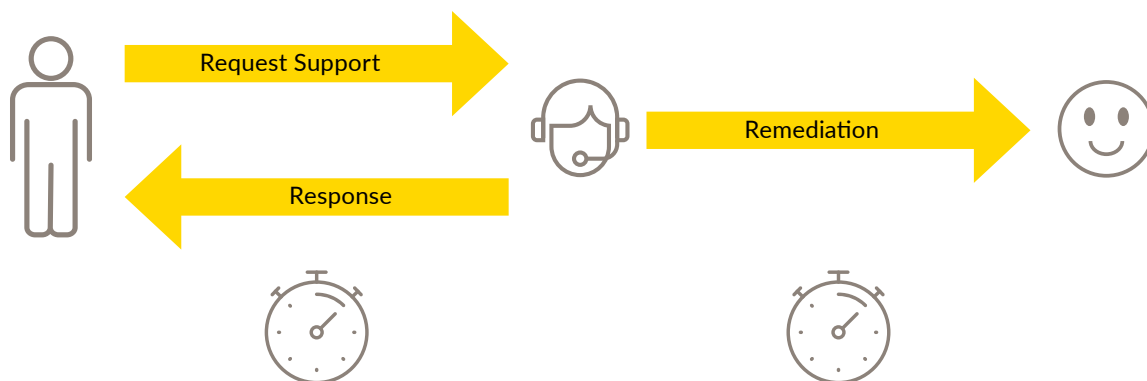
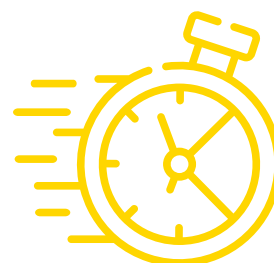


Figure 2 - Effective support involves both a rapid response to a request for support, as well as a short MTTR.

Fast Remediation

When there's an issue with a critical system, remediation time is of the utmost importance. In a financial services environment, for example, the costs of inactivity can be astronomical, though every business suffers from outages. Control-M users discussed how BMC provides fast MTTR in their PeerSpot reviews, with the Estee Lauder Subject Matter Expert, for instance, sharing, "In a case where we fail to understand an issue by collecting data on our own through our audit reports, we open a case with BMC. BMC always gives us a fast resolution."

"In general, the responses are fast and the solutions that they provide are good," said the utility's Project Manager. He added, "The support is good and we are satisfied with it." Société General Maroc's Senior Consultant IT likewise noted, "They respond very quickly, according to the severity of the problem. Also, the responses that they give are really clear and assist us with finding the problem, as well as the root cause." Figure 2 shows the support process as inclusive of both response time and MTTR.



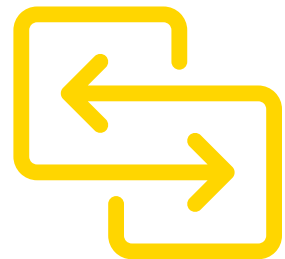
**Quick
Response
Times**

The Value of the AMIGO Program

BMC developed the Assisted MIGration Offering (AMIGO) to help customers manage the Control-M upgrade process. With AMIGO, Control-M system owners can conduct upgrades in accordance with best practice methodologies and checklists, as well as access to experts. As the Estee Lauder Subject Matter Expert put it, “The BMC Assisted MIGration Offering (AMIGO) is a very good program.”

An SAP Solution Manager and Control-M Admin at a wholesaler/distributor with over 10,000 employees explained how his team works with AMIGO. He said, “Usually, we submit the AMIGO report to BMC for the initial validation. Once they validate and confirm, we do the upgrade. They know what our environment is like, and if there are any issues at the time of upgrade, they easily find out the cause.”

“We go through the AMIGO (Assisted Migration Operation) process, and there’s a lot of help out there for Control-M,” said the financial services firm’s Administrator. “Overall, it’s very well done. There’s a community as well if we have questions. We really have no complaints. The solution has sped up our process execution.”



**Assisted
Migration**

ROI

Support also emerges as a driver of ROI for Control-M. For instance, support translates into better system performance and reduced downtime. Support also enables efficient IT operations, which is a factor in ROI. As the financial services firm's Administrator explained, "Our return on investment is that we don't have a lot of downtime anymore. The information that we receive and post to our customers' accounts is quick and there are fewer errors. As a result, we don't get as much feedback from the customers compared to what we used to get."

IT department efficiency was what stood out for the transportation company's Maintenance Manager. The company has departments running multiple scheduling tools between the mainframe, distributed systems, and cloud platforms. He said, "Control-M brings all of that, e.g., we have it on a single pane of glass so we can see the exact execution on the mainframe, the execution on the line, and the execution in the cloud."

He compared this unified point of control with the experience of "using three or four different tools." He added, "Therefore, the complexity of batch monitoring and scheduling has decreased as well with the standardization of Control-M. That is definitely one of the big advantages that we have seen."



Value of Support



Balabrahmam C.
Integration Administrator at
Sainsbury's Supermarkets Ltd



“Control-M has helped us resolve issues 70% to 80% faster. It provides us with alerts instead of having someone go to that particular server and check the logs to determine where the issue is. We can simply click on the alert information, then everything is in front of us.”

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Sainsbury's Supermarkets Ltd, a retailer with over 10,000 employees, also found improvements in efficiency with Control-M. They revealed that they have 70,000 jobs running daily—a reduction, it turns out, thanks to Control-M. They previously had more than 500,000 jobs running every day.

Their Integration Administrator said, “This is very important to us. Control-M has helped us resolve issues 70% to 80% faster. It provides us with alerts instead of having someone go to that particular server and check the logs to determine where the issue is. We can simply click on the alert information, then everything is in front of us. This provides us with time savings, human effort savings, and process savings.”

An Automation Architect at a tech vendor with over 10,000 employees shared that his company has earned a return on investment on Control-M. He said, “We have a vast amount of transactions and business automation implemented on a massive scale. We have adopted Control-M extensively.”

Conclusion

Support is important for the day-to-day reliability and performance of a workload automation solution, but the impact of support quality actually extends far beyond this basic requirement. Critical business systems that rely on workload automation to function effectively indirectly benefit from good vendor support for workload automation solutions. With strong support for workload automation, a business will avoid downtime and other software problems that can affect revenue and operational continuity.

A great support team is therefore essential for Control-M system owners. It's a piece of customers' selection process for a solution. As these users share in their PeerSpot reviews, BMC's support delivers rapid response, fast time to remediation, and ROI. The AMIGO program helps ensure a smooth upgrade experience. Taken in total, these capabilities illustrate how BMC works as a valued partner in supporting the success of the Control-M workload automation solution.

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