

Slow batch and interactive processing times, performance problems and very long response times

VISUAL Control for Jobs and VISUAL Control for Pools

...about the Company

The company Biotika, with headquarters in Slovakia, is one of the most important manufacturers working in the biotechnology and pharmaceutical industry. The company's main activities are the biotechnological production of substances such as penicillin, chlortetracycline and dextrans, of final drug-forms for both human and veterinary use and of premixes containing nutrition additives and medicated nutritive preparations.

Biotika has over 1000 employees. More than 100 users connect daily to the AS/400 server that works non-stop 24 hours a day (7 days a week). Their AS/400 500-2142 started to have slow response times in 1999 - after an upgrade of the ERP system. Later in 2000 (after a Y2K upgrade) the performance had become unacceptable.

“Thanks to VISUAL Control for Jobs and Pools, all users are happier in their work and feel more comfortable. We achieved all of this without investing any time or effort for training”

The problem

During working days, users performed all types of interactive and batch processes ranging from data entries in BPCS (ERP system) or other tasks, to large queries which often stopped the system for a very long time.

To solve this problem the IT Department had to figure out how to cope with the increasingly slow performance of their AS/400. Therefore they contacted the Tango/04 Business Partner in the area, Dominanz, and discussed their problems with their specialists. After the analysis of the general system performance and bottlenecks, Dominanz recommended the products VISUAL Control for Jobs and VISUAL Control for Pools by Tango/04 as the optimum solution for this kind of situation.

After the installation the overall performance of the system changed dramatically and all users realized that their jobs were suddenly working better and faster.

With the installation of VISUAL Control for Jobs and Pools, the AS/400 started to be react promptly, the response times became acceptable and therefore users no longer had to call the IT department complaining that their screen was stuck. And furthermore more the IT staff could start to work on more productive tasks. Thanks to VISUAL Control

for Jobs and Pools, all users are happier in their work and feel more comfortable. All this was achieved without investing any time or effort for training.

VISUAL Control for Jobs and Pools are products which are vital for any iSeries AS/400 system. VISUAL Control for Jobs analyzes and dynamically changes selected running attributes such as priority and timeslice of interactive and batch jobs in order to optimize the behavior of the system. The result is that response times are drastically improved and abusive jobs requiring too many resources for too long do not degrade AS/400 performance. VISUAL Control for Pools checks and redistributes memory resources in order to reduce page faults. Thus VISUAL Control for Pools also reduces the amount of time spent performing read/write disk operations.

Moreover, for advanced tuning, both VISUAL Control for Jobs and Pools have very complete customization options so that they can be optimized for every system, setting rules according to User, Program, Subsystem, date/time, etc.

In summary

To sum it up, VISUAL Control for Jobs and VISUAL Control for Pools are helping Biotika and its IT department to avoid every day performance problems and guarantee that the interactive and batch operations are managed properly in the system.

Biotika is very satisfied with VISUAL Control for Jobs and Pools, and therefore they have decided to use VISUAL Control for Jobs and Pools also after upgrading to the new AS/400 model 720 2061.

For more information about **VISUAL Control for Jobs and Pools** or other Tango/04 software products, please contact us at international@tango04.net or visit www.tango04.com