

Slow batch processing times,  
inadequate response times

VISUAL Control for Pools  
and VISUAL Control for Jobs

### ...about the Company

Founded in 1927 in Switzerland, SICPA is a leading supplier of secure document ink products. Passports, bank notes, postage stamps, and official stamps of various countries are all produced in their twenty five production centers, and distributed all around the world. With operations in 38 countries and revenue of over 1,000 million Swiss Francs (US\$610 million), SICPA has over 3800 employees. The company also develops security solutions for protecting documents from falsification, and has a commercial printing division which provides printing for magazines, newspapers, envelopes, adhesives etc. At the production center in Annemasse, more than 500 users connect daily to the AS/400 730 server which works uninterrupted 24 hours a day.

During the day, users perform all types of interactive processes, from data entry to large queries which often cause over loading of the system. The number of night time batch processes has been increasing and so now there is hardly any downtime between the completion of the batch processes and the start of the working day, with the risk that any problem or delay could interrupt the day's business.

The Operations Manager, Eric Peugniez, was alerted to these potential problems and started to look for possible solutions. He contacted Tango/04 to look at VISUAL Control for Jobs and Pools. "I knew Tango/04 Computing Group as I have worked with VISUAL Control for Windows and VISUAL Support Pro for a long time. Those products help me in the daily performance management and solution of user problems. I have a lot of confidence in the products and so I decided to try the performance acceleration products to see if they really did produce an improvement in the interactive and batch processing times."

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Having installed VISUAL Control for Pools, the response of M. Peugniez could not have been more convincing: "It is incredible just by installing it the first night the batch process took half an hour less and I did not touch a thing!" VISUAL Control for Pools has an intelligent system of memory distribution called SmartCache. Memory pool resources are distributed according to the system's needs. Memory from the interactive subsystem is reassigned during the night to the batch subsystem, thus using 100% of available

resources and gaining efficiency. "Just this benefit justifies our purchase because from now on the reduction of the night time batch processing allows users to start work half an hour earlier in the morning" says M. Peugniez.

Encouraged by the benefits, they decided to install VISUAL Control for Jobs which produced similar results. "The users no longer call to complain that their screen has frozen (usually because some user had launched a query or file transfer) and I also notice the difference when using the system. With our new system which we changed recently the improvement is notable." VISUAL Control for Jobs improves response times thanks to its efficient job management, improving performance for all system users.

To justify the purchase of the products M. Peugniez obtained statistics which demonstrate that the interactive response times have been reduced by more than a second since the installation of VISUAL Control for Jobs, especially during peak hours when there is a greater load on the system. "Apart from this, all users are happier in their work and more comfortable. And we get all of this without investing any changes or time or effort invested in training!" says M. Peugniez.

In summary VISUAL Control for Pools and VISUAL Control for Jobs protect SICPA and the IT department from unexpected performance problems and guarantee the smooth operation of the system when running critical applications. Now response times are better and the night time batch processing is more predictable. Furthermore, SICPA has the full guarantee and technical support of the product creators, Tango/04 Computing Group.