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streamworks
Workload Automation

SBB gains control over its IT processes.

SBB Informatik relies on „streamworks" by Arvato Systems, one of the most modern workload automation solutions on the market, and thereby easily gains control over its IT processes.

„streamworks" has brought us up to date in terms of technology and allowed us to gain control over our IT processes with one single tool. It's fantastic that our 400 plus users can easily operate the intuitively designed user interface within an extremely short time frame.

Roger Schnyder
„streamworks" Product Manager, SBB Informatik

Background Situation

In 2011, SBB Informatik was looking to update its technology and replace the existing BAGJAS workload automation solution. This is no easy task with more than 50,000 defined batch jobs in a highly networked application landscape on around 50 servers running different operating systems.

Vision

One of the primary objectives of SBB Informatik was a considerably improved degree of user-friendliness to be achieved by modernizing the entire system. The high number of SLAs must also be guaranteed at all times during the migration. For this reason, the migration of the SBB business solution, consisting of around 100 applications and often distributed and integrated across multiple platforms, to „streamworks" will take place in clearly defined stages. The 200 working users active in the system will be trained on how to use the new solution taking account of their individual needs – if possible in parallel to the migration stages.

SBB CFF FFS

The Customer

– Swiss Federal Railways (SBB) operates a railroad network of over 3,000 kilometers with more than 800 stations. A total of 29,000 employees transport close to one million passengers and 195,000 tons of freight every day. Over 28,000 railroad employees ensure safe and punctual rail operations around the clock. SBB Informatik employs 850 people and acts as an internal service provider developing customized IT solutions. It also manages the development of the Group-wide IT landscape and ensures the harmonious integration of all IT solutions.

Industry

– Public sector, transport

Solution

In close coordination between Arvato Systems, SBB, and their provider, „streamworks" was integrated into the existing SBB operating concept and a migration and training concept was developed. The technical migration was largely automated using a migration tool provided by Arvato Systems. The migration project went smoothly in terms of the highly networked batch processes thanks to precise preliminary work and it was completed on schedule.

The „streamworks" interface is intuitive to operate, meaning it was possible to quickly and successfully convey the content of the product training course using a 'train the trainer' concept with minimal use of resources. The dialog function, a „streamworks" highlight, allows SBB Informatik to achieve the individual configuration of the processes as requested by the specialist department and it ensures flexibility and efficiency in the course of daily operations. What's more, it also ensures seamless, audit-compliant logging.

Fig.: Example of a business service request, a user dialog created with „streamworks"

Customer Benefits

– Switch to one of the most modern workload automation solutions
– Very short familiarization period, high level of user acceptance, lower workload for specialists
– Quantum leap in incident handling
– Use of over 200 self-service dialogs for a range of departments

Case Overview

Task

– Update technology by replacing the existing BAGJAS workload automation solution with the aim of modernizing the entire system without interrupting daily operations.

Technology

– „streamworks" - Workload Automation

Result

– Successful migration and future-proof operation of around 100 highly networked applications with around 50,000 batch jobs as well as training of around 400 users using a thoroughly developed 'train the trainer' concept with minimal use of resources.

Key-Facts

– IT environment: Windows (30), Linux (10), Unix (4), z/OS (4 LPARs), SAP, and around 100 other highly networked applications
– Volume: 1.7 million jobs per month on around 50 servers, of which 500,000 are jobs on z/OS, 50,000 are job definitions
– Users: 400 users from IT and specialist departments, of which 200 have editing rights

„streamworks significantly lowers the workload for employees in incident handling, as we can access all of the information via a single central view with one click of the mouse.

Hans Schild
SAP Application Management, SBB Informatik

Special - The diagnostics vehicle

One special task within the project was to automatically generate the batch jobs to transfer the measurement files of the diagnostics vehicle.

The Challenge

The SBB diagnostics vehicle works around the clock to take a variety of measurements across the entire railroad network. By docking at one of two train stations, the captured data, such as measurements of track geometries and tunnel inspections, is transferred from the in-vehicle server to the data center. The data transfer should ideally begin automatically immediately on arrival at the train station. In doing so, the transfer volume may not disrupt other applications.

The Solution

„streamworks" regularly checks both docking stations. The „streamworks" agent in the vehicle server is automatically started if there is a connection. The batch jobs for transferring measurement files are entirely automatically generated and started. If the connection is interrupted during transfer because the vehicle leaves the station, the transfer automatically continues the next time the vehicle stops with no loss of data. The network bandwidth used is managed using the number of batch jobs running in parallel and depends on the time of day in order to avoid disrupting all of the other applications.

About Arvato Systems

As global next generation IT systems integrator Arvato Systems focuses on „Digital Transformation Solutions".

We use the technology talent and expertise of over 3,000 people at more than 25 sites throughout the world. Being a part of the Arvato network and belonging to Bertelsmann, we have the unique capability to create entire value chains. Our team creates integrated, future-proof business infrastructures that help make our customers more agile and competitive, and enable them to deliver new standards of service to their customers. We create streamlined digital processes that support innovative business models. Moreover we provide operation and support services.

Arvato Systems offers an exceptional combination of international IT engineering excellence, the open mindset of a global player, and the dedication of employees. We also ensure that all our customer relationships are as personally rewarding and long-lasting as they are successful.

You have questions, need information or a contact?
Get in touch with us.

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