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Energy Services Company Depends on Attach Facility for Mission-Critical Operations

Background

This case study highlights a prominent energy services company based in the Southeastern United States, serving more than 250,000 customers.

For an organization of this size, with this many customers, ensuring its customer information system (CIS) – specifically the billing and cash flow system – is not only reliable, but fool proof is an absolute must. Therefore, the company has been running this piece of its business on the mainframe since inception, due to the mainframe's long-standing reliability.

Challenge

In the early 1990's it was recognized that the previous CIS system that had been running since the 1950's needed an upgrade. In part because of its archaic technology, but also because there were no longer any administrators who actually knew how to program and utilize the technology.

As part of the migration, the new system needed to transition sensitive customer information and the transition had to be seamless to ensure there was no disruption to service orders, billing processes and more.

Solution

The company selected a CIS system that included SoftBase Attach Facility, the most widely used Call-Attach Facility on the market. Attach Facility allows users to execute applications more efficiently, in less time and with greater flexibility.

It eliminates the need for TSO to complete batch DB2 executions by providing an interface between an application program and the Call Attachment Facility of DB2. Further, it incorporates patented Variable Commit Frequency Technology that allows batch application COMMIT intervals to be dynamically modified without making application code changes and includes patented ENQ Serialization which prevents concurrency problems that occur when multiple batch jobs attempt to update the same table concurrently.

Attach Facility virtually eliminates deadlock timeouts and enhances DB2 batch environment through unique monitoring facilities.

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In the case of this organization, Attach Facility ensured that the CIS system was able to seamlessly handle the load of customer billing and cash flow information.

Benefits

At the time of deployment, SoftBase Attach Facility was considered an add-on, part of the CIS package. But over the 20 years of use, it has become a mainstay within the company. So much so, Attach Facility is still actively used in development <u>every day.</u>

"Our programmers have never not seen Attach. They wouldn't know to code without it." –Database Administrator

About SoftBase

SoftBase, a division of Candescent SoftBase LLC, is committed to creating a better DB2 development experience. By combining decades of DB2 expertise with a set of proven DB2 testing and performance-tuning tools and an unmatched customer support team, SoftBase delivers – helping application developers and DB2 administrators create reliable, high-quality DB2 applications faster and with ease. With SoftBase you can count on tools that work as promised, and a knowledgeable support team available 24/7 to answer questions.

That's SoftBase: Proven Technology. Proven Tools. Proven Partner.