



City of Québec Municipal Government Acquires IT Automation Solution with Automic Dollar Universe

With over 7,000 employees, the City of Québec municipal government's mission is to provide services in public safety, public works, and culture, as well as urban planning, tourism, and economic development. The City of Québec IT Department supports mission-critical applications that are indispensable in delivering these services.

Following the merging of 13 municipalities in 2001, a series of challenges was created with the IT team needing to support and integrate critical business applications for finance and accounting, human resources, Geographic Info Systems, and other processing. With many of these applications significantly relying on batch workload, the City decided to invest in an automated job scheduler that would manage the dependencies required to provide reliable service for all their internal and external customers.

IT Challenge

Executing a daily workload featuring a mix of Oracle E-Business Suite and custom applications across a heterogeneous UNIX and Windows server environment, the City of Québec's IT group realized that the right automation tool could help keep the business of government running. Unfortunately, their legacy scheduling tool was complex to use, costly to maintain and failed to provide visibility over IT Operations. As a consequence, staff needed to continually monitor jobs, manually checking and correcting problems as and when they occurred - defeating the purpose of having an automated scheduler.

BUSINESS CHALLENGES

- Simplify IT operations
- Eliminate delays identifying and fixing errors
- Replace existing scheduler
- Lower software license fees

AUTOMIC SOLUTION

- Cross platform scheduling of batch jobs
- Intuitive user interface
- HP Operations Manager integration
- Queue management
- Proven migration methodology

CUSTOMER BENEFITS

- 50% reduction in annual software costs
- 80% jobs converted and live in four weeks
- Streamlined report production
- Enterprise visibility of IT processes

Automic Dollar Universe is a very good product, which is easy to use, and without limitations. There is a vast number of possibilities."

Hélène Simard,
IT Consultant, City of Québec

"We were doing too much work," said Hélène Simard, IT Analyst at the City of Québec. "There were a lot of IT operational tasks we needed to do, especially running backups, database exports and file transfers. Automating these tasks was meant to allow the team to become more productive. This was not our experience."

Realizing that they could not only address their current operational issues but also achieve costs savings by replacing their incumbent scheduler, the City of Québec compiled a prioritized list of requirements. These included ease-of-use, integrated alerting and interfacing with HP Operations Manager, a fault-tolerant and scalable automation platform, as well as the ability to manage file transfers. They would need to migrate their existing legacy job definitions to the new platform.

Automatic Value

Selecting Automatic Dollar Universe, the City of Québec acquired an automation platform that scaled easily and cost-effectively to support their growth. The solution's simulation capabilities enabled the IT group to conduct comprehensive testing before deploying their jobs into production, which ensured predictability of daily operations. Also, Automatic Dollar Universe offered an advanced graphical interface that simplified configuration and monitoring of scheduled workloads, providing complete visibility across all their servers.

"Converting to Automatic Dollar Universe went very well. Automatic worked with us through the transition as we replaced our legacy tool with it. They helped us gain a good understanding of our processes. Using their expert migration methodology, we managed the change with 80% of our IT production tasks going live with Automatic Dollar Universe within four weeks," said Simard.

With Automatic Dollar Universe the City was able to manage queues, have an efficient, easy way to schedule jobs, track operating errors, reduce meantime-between-failures, streamline report production, and gain 360-degree visibility of their workload. Replacing their current solution's licensing model which was rigid and incompatible with their plans to expand the IT infrastructure, the City was able to deliver a flexible, scalable automation platform that could affordably grow in response to operational demands.

City of Québec Results

Leveraging Automatic Dollar Universe's flexible viewing options allowed IT to provide management insights into critical business processes, while giving IT operators a powerful toolset to control production. Not only were they able to streamline their reporting process, they were also able to reduce known errors and also respond in real-time to problematic jobs.

"With our old scheduler we had to manually check everything to be sure the jobs had completed. Before, there was no way to know when a job had failed," said Simard.

"The openness and ease of maintenance we get with Automatic Dollar Universe, not to mention the annual maintenance savings of 50%, mean that we have enjoyed major benefits from moving to Automatic," said Simard. "Being able to easily add new application servers to our IT environment without needing to enter complicated software negotiations makes Automatic the logical choice. Automatic Dollar Universe is a very good product, which is easy to use and without limitations. There is a vast number of possibilities."

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