Splunking the Mainframe for Real-Time Insights at Erie Insurance

Susan Fassette | Erie Insurance

John Reda | Syncsort Inc.

October 2, 2018

Forward-Looking Statements

During the course of this presentation, we may make forward-looking statements regarding future events or the expected performance of the company. We caution you that such statements reflect our current expectations and estimates based on factors currently known to us and that actual events or results could differ materially. For important factors that may cause actual results to differ from those contained in our forward-looking statements, please review our filings with the SEC.

The forward-looking statements made in this presentation are being made as of the time and date of its live presentation. If reviewed after its live presentation, this presentation may not contain current or accurate information. We do not assume any obligation to update any forward-looking statements we may make. In addition, any information about our roadmap outlines our general product direction and is subject to change at any time without notice. It is for informational purposes only and shall not be incorporated into any contract or other commitment. Splunk undertakes no obligation either to develop the features or functionality described or to include any such feature or functionality in a future release.

splunk> .conf18

Our Speakers

SUSAN FASSETTE

Senior IT Analyst, Erie Insurance

JOHN REDA

VP R&D, Syncsort Inc.

Erie Insurance

- Fortune 500 Company
- 93 Years in business
- Provides property and casualty insurance in 12 states with 5.8 million policies in force
- 5,500+ Employees
- Headquarters located in Erie PA
- System of Record is an IBM z13 mainframe running z/OS
- 3,300 MIPS on General Pupose Processors and 8,000 MIPS on zIIP
- Until recently had the standard set of monitors and tools to keep things running smoothly

Introducing Syncsort

Global leader in Big Iron to Big Data

Big Iron to Big Data is a fast-growing market segment composed of solutions that optimize traditional data systems and deliver mission-critical data from these systems to next-generation analytic environments.

Royal Bank of Canada · Barclays Capital · Lloyds Banking Group · Intesa Sanpaolo · Capital One · Regions · Broadridge · HSBC · BBVA Compass · MasterCard · JPMorganChase · BNP Paribas · Guardian · Progressive · The Hartford · Nationwide On Your Side · CVS/caremark

Boeing · GM Financial · IHG InterContinental Hotels Group · HCA Hospital Corporation of America · Porsche · Volkswagen · KDDI · Sprint · Time Warner Cable · Thomson Reuters · CenturyLink · verizon · experian · comScore · Lowe's · macy's

Headquarters: Pearl River, NY

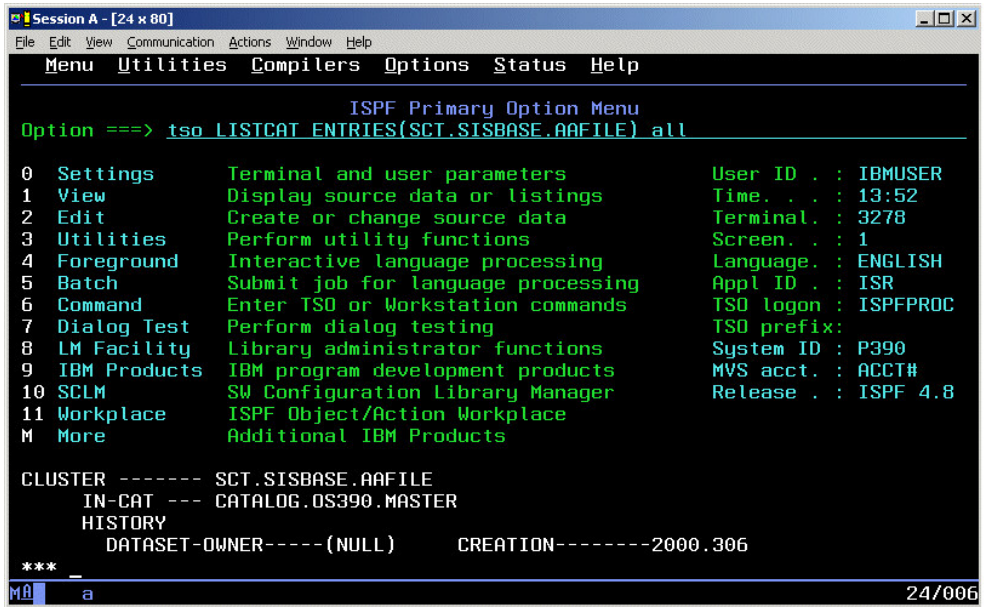
U.S. LOCATIONS

- Burlington, MA; Irvine, CA; Oakbrook Terrace, IL; Rochester, MN

GLOBAL PRESENCE

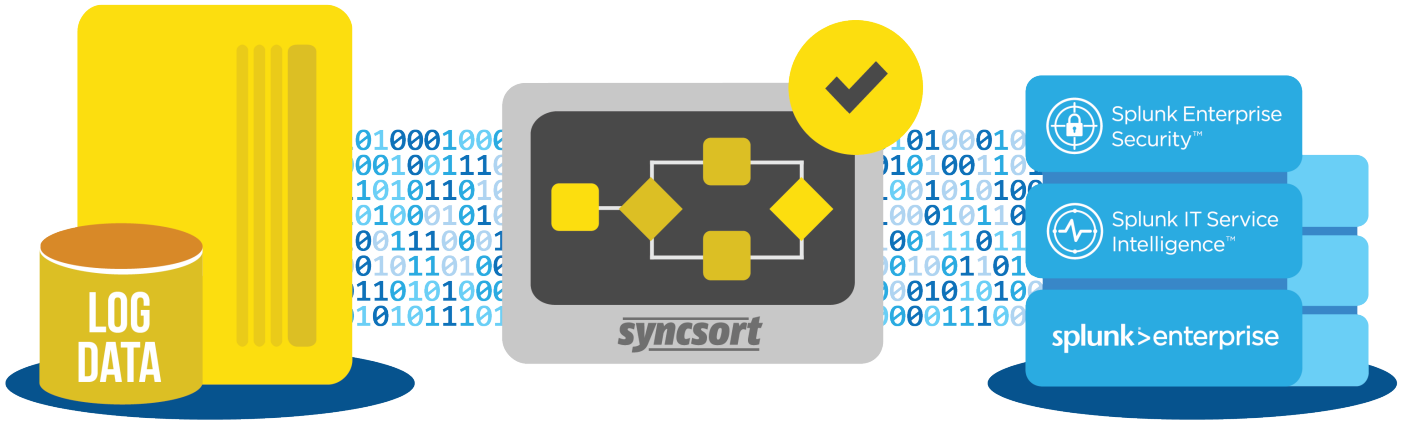
- U.K., France, Germany, Netherlands, Israel, Hong Kong & Japan

Why Move to a New Monitoring System?



Traditional Mainframe “Green Screen” display

Splunk’s integrated approach to Big Data analytics on machine data from all platforms including IBM mainframes.

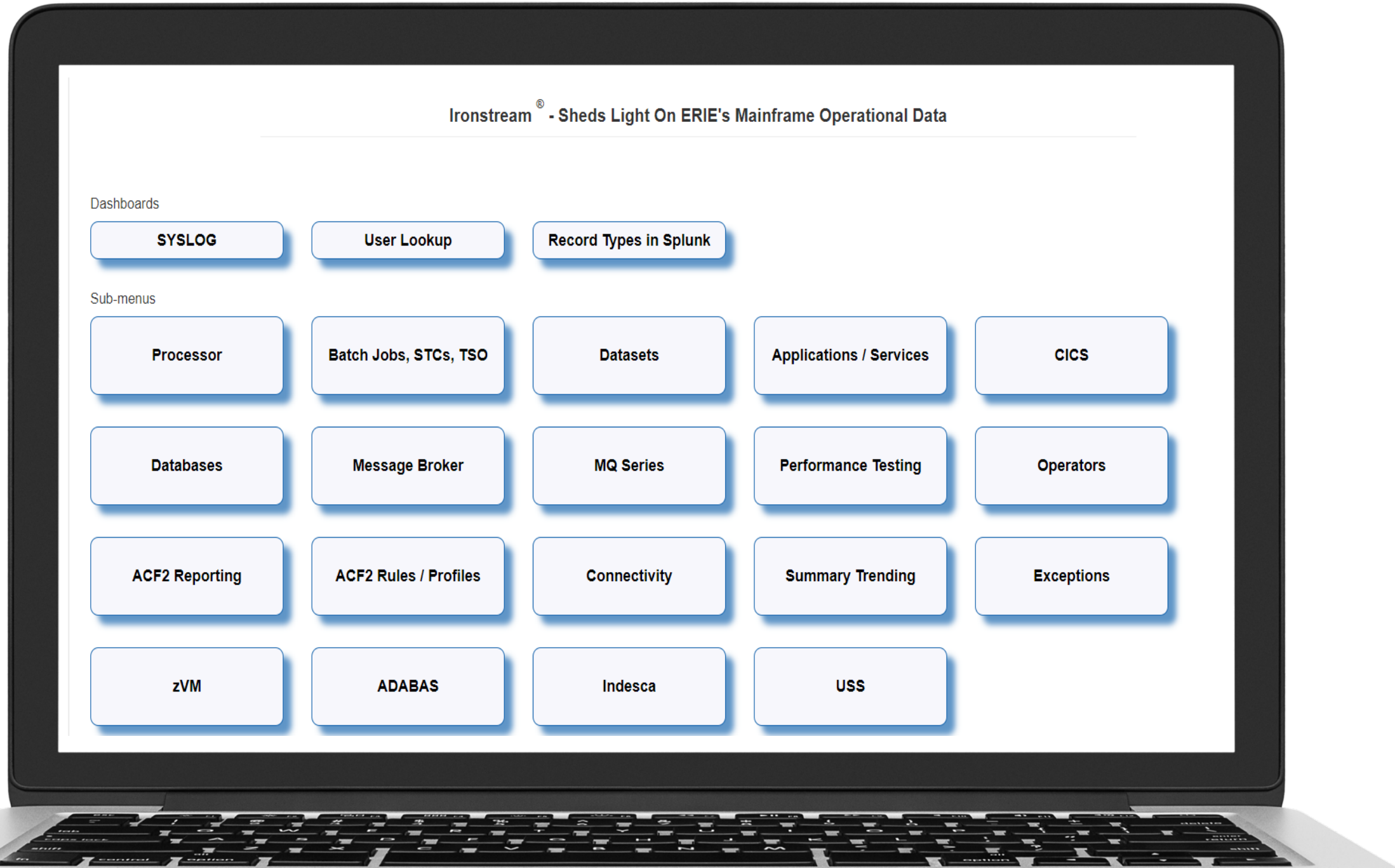


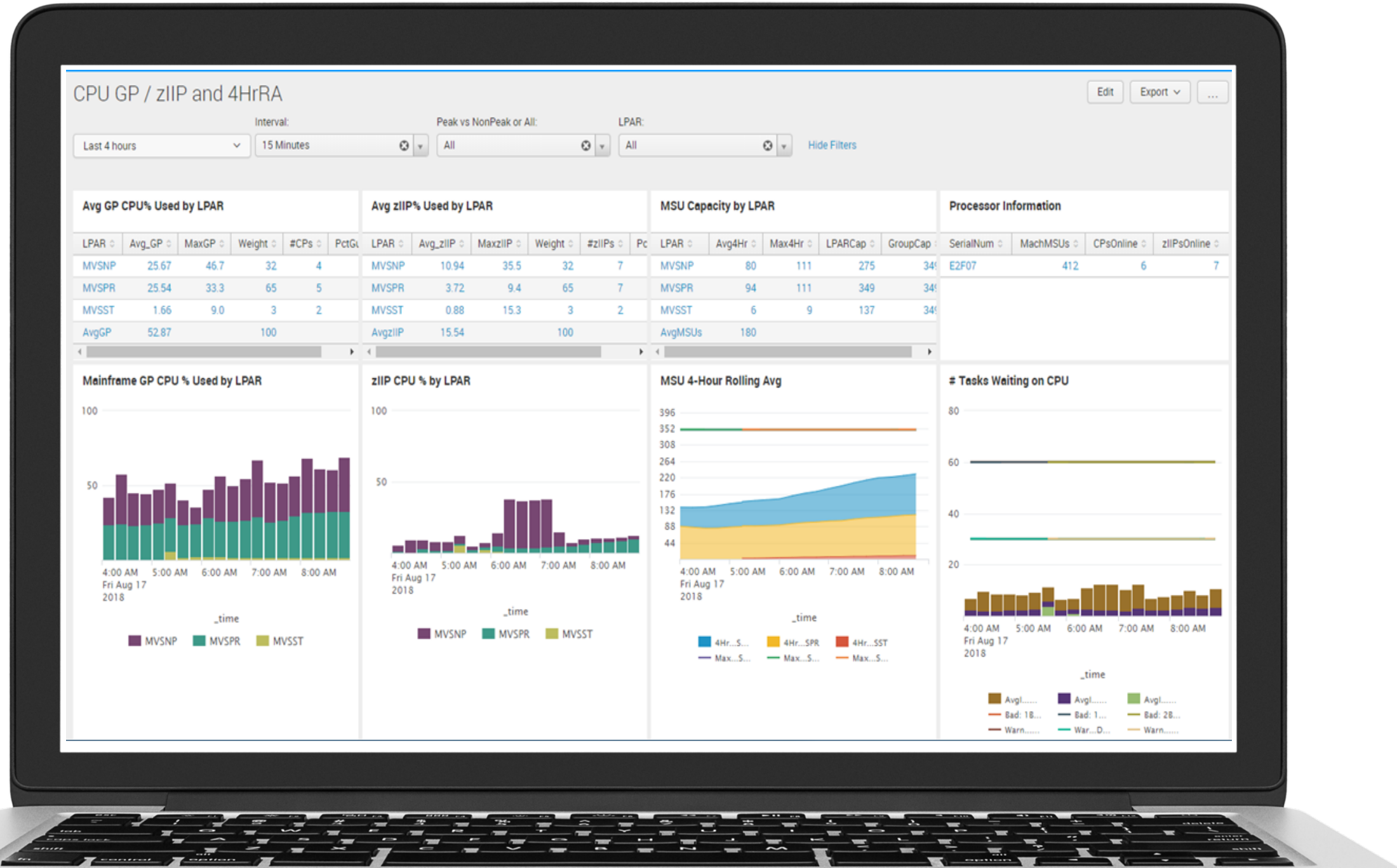
Advantages to Using Splunk

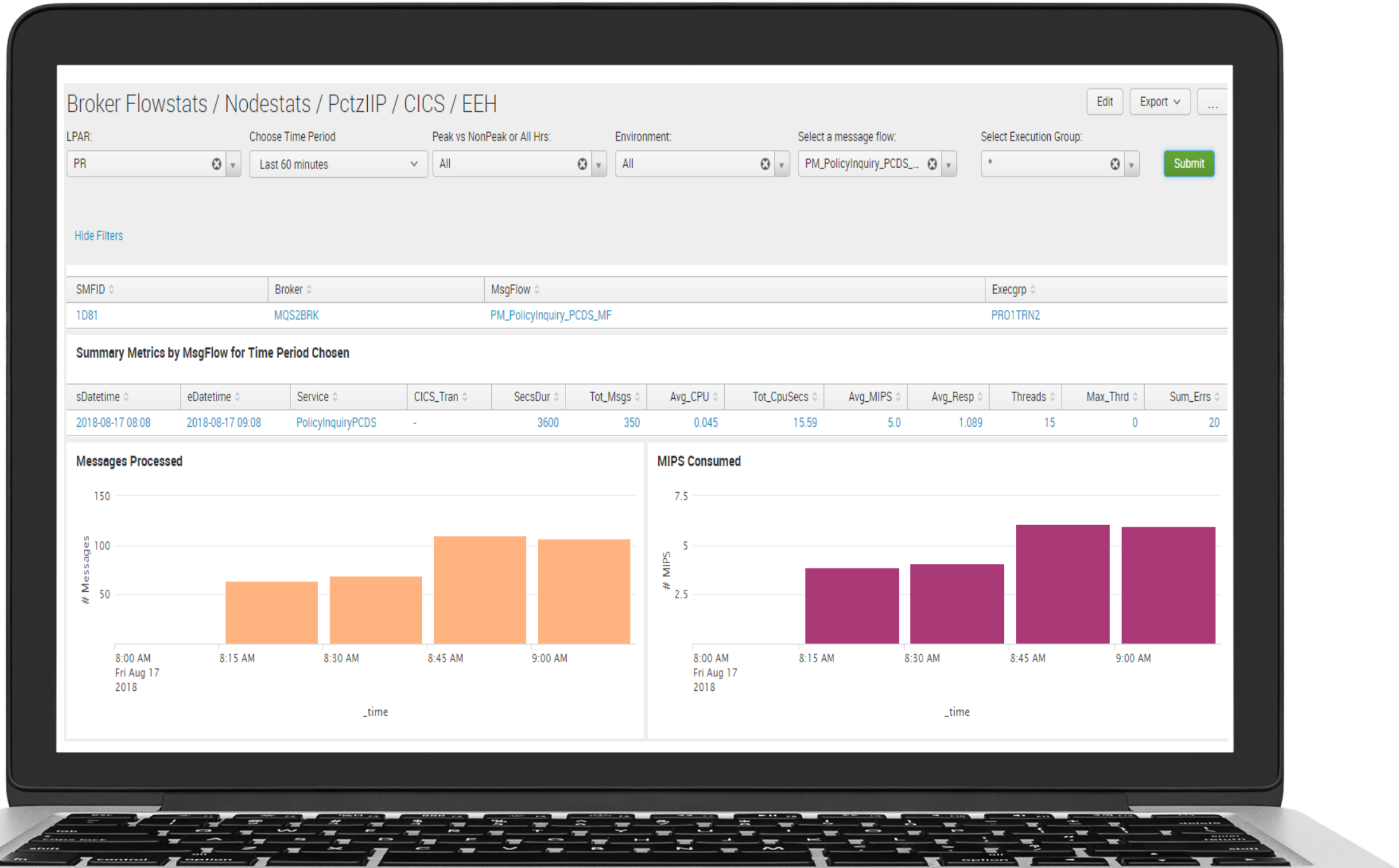
- Speed of getting analytics into the hands of people who need it
- More people can get access to the analytics
- Better visualizations
- Ability to unplug existing monitors
- Able to Support with next gen employees

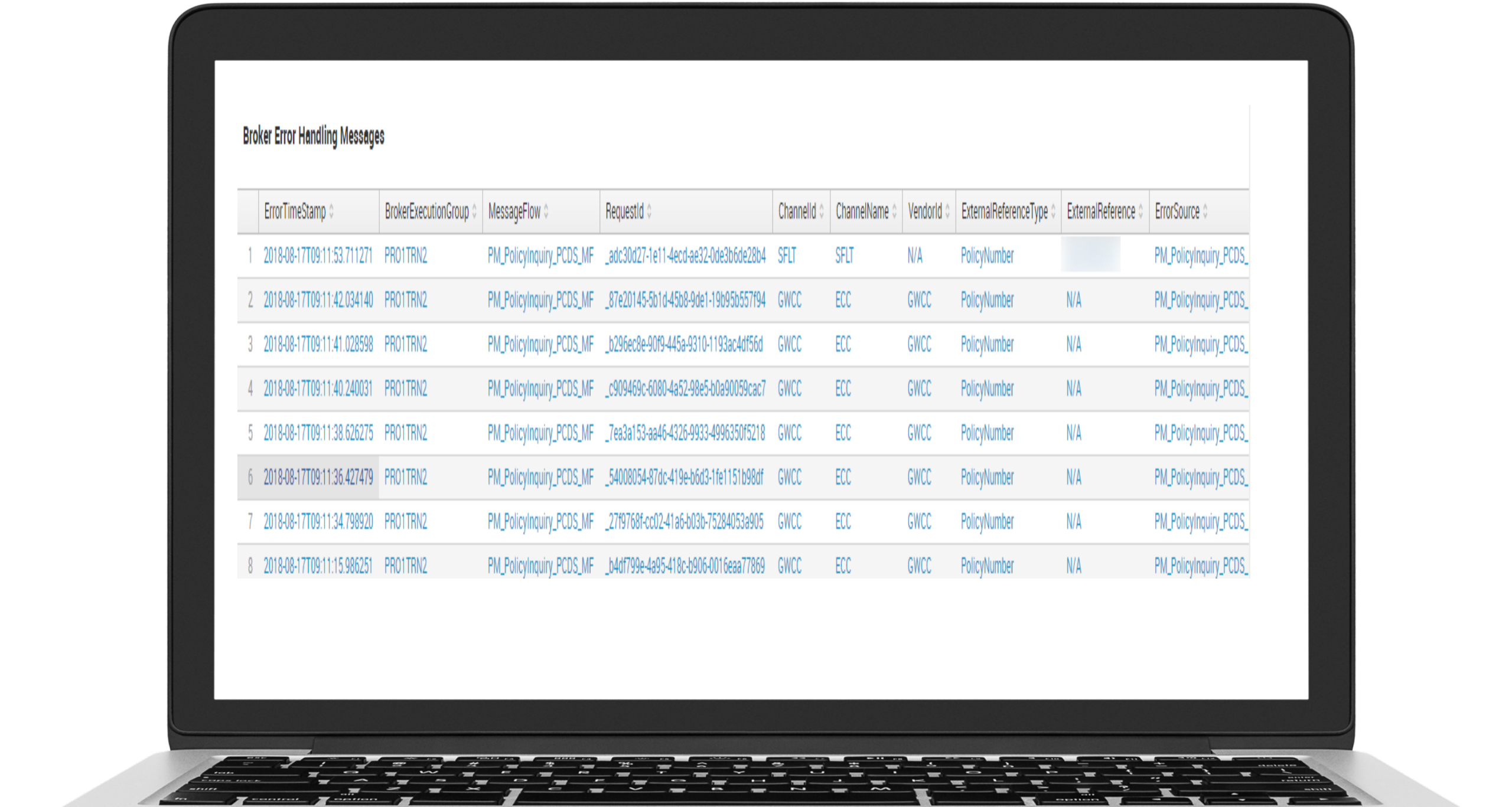
Acceptance of analytics continues to grow as more people become exposed to what is possible.

Data Sources



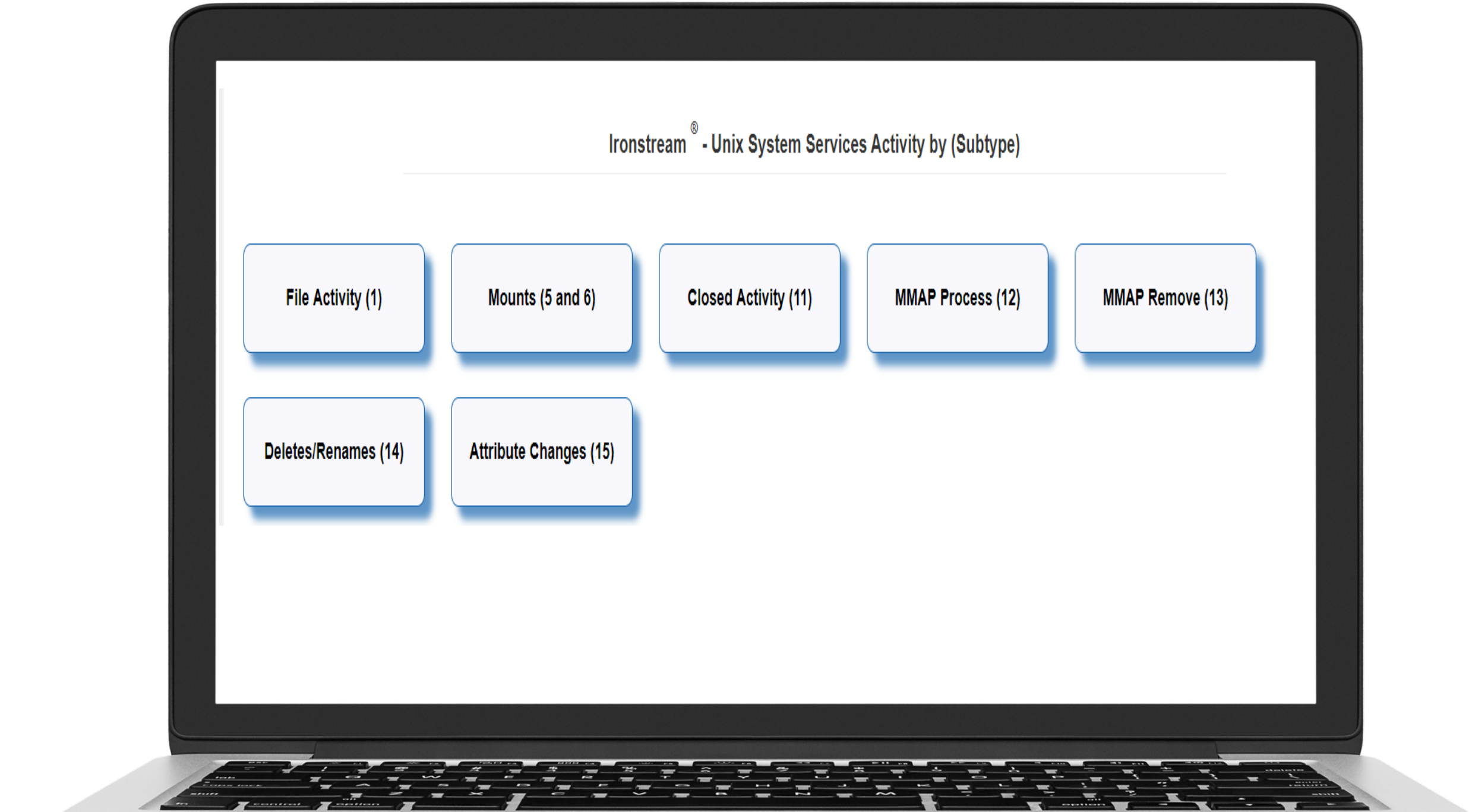


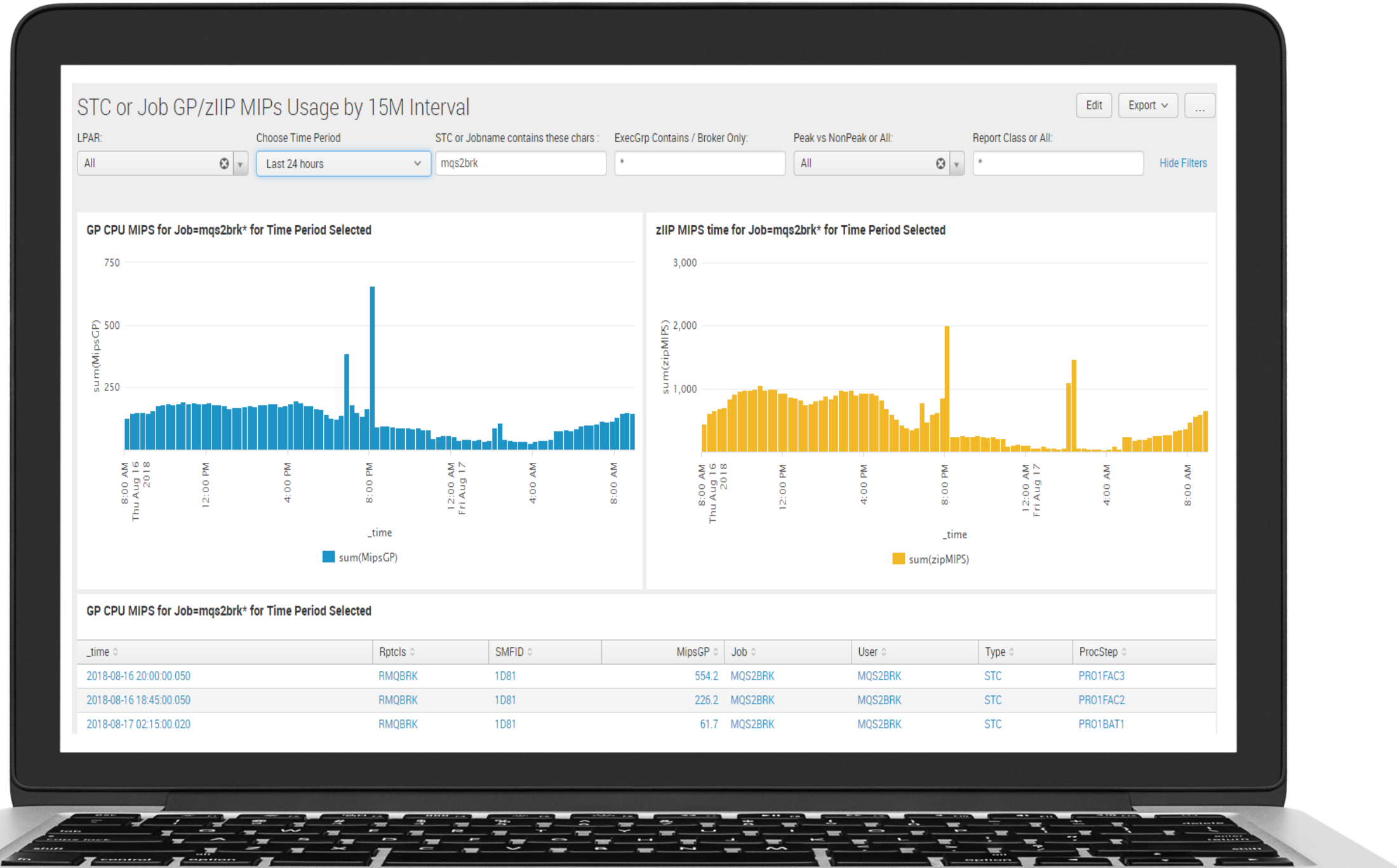




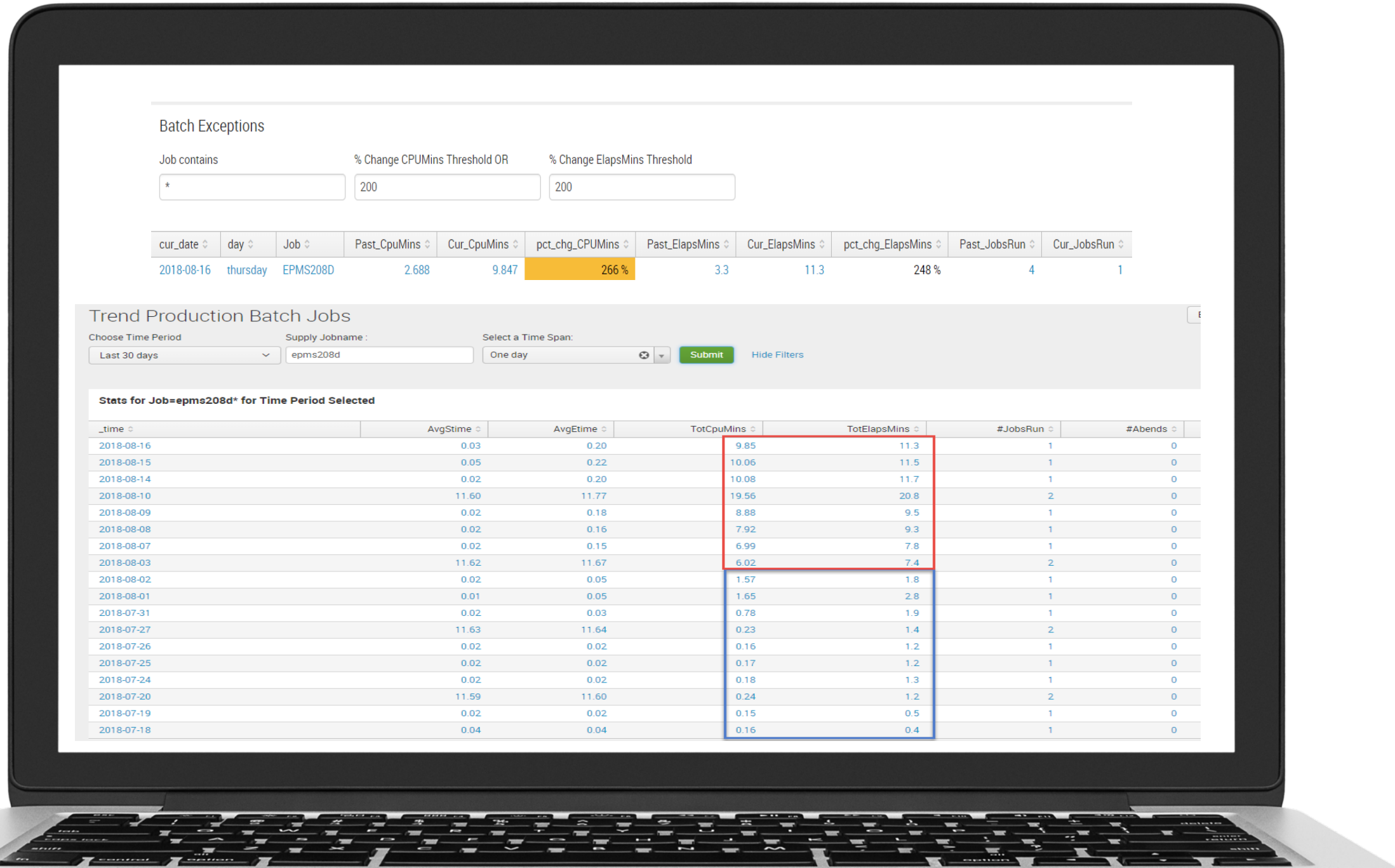
Broker Error Handling Messages

	ErrorTimeStamp	BrokerExecutionGroup	MessageFlow	RequestId	ChannelId	ChannelName	VendorId	ExternalReferenceType	ExternalReference	ErrorSource
1	2018-08-17T09:11:53.711271	PRO1TRN2	PM_PolicyInquiry_PCDS_MF	_adc30d27-1e11-4ecd-ae32-0de3b6de28b4	SFLT	SFLT	N/A	PolicyNumber		PM_PolicyInquiry_PCDS_
2	2018-08-17T09:11:42.034140	PRO1TRN2	PM_PolicyInquiry_PCDS_MF	_87e20145-5b1d-45b8-9de1-19b95b557f94	GWCC	ECC	GWCC	PolicyNumber	N/A	PM_PolicyInquiry_PCDS_
3	2018-08-17T09:11:41.028598	PRO1TRN2	PM_PolicyInquiry_PCDS_MF	_b296ec8e-90f9-445a-9310-1193ac4df56d	GWCC	ECC	GWCC	PolicyNumber	N/A	PM_PolicyInquiry_PCDS_
4	2018-08-17T09:11:40.240031	PRO1TRN2	PM_PolicyInquiry_PCDS_MF	_c909469c-6080-4a52-98e5-b0a90059cac7	GWCC	ECC	GWCC	PolicyNumber	N/A	PM_PolicyInquiry_PCDS_
5	2018-08-17T09:11:38.626275	PRO1TRN2	PM_PolicyInquiry_PCDS_MF	_7ea3a153-aa46-4326-9933-4996350f5218	GWCC	ECC	GWCC	PolicyNumber	N/A	PM_PolicyInquiry_PCDS_
6	2018-08-17T09:11:36.427479	PRO1TRN2	PM_PolicyInquiry_PCDS_MF	_54008054-87dc-419e-b6d3-1fe1151b98df	GWCC	ECC	GWCC	PolicyNumber	N/A	PM_PolicyInquiry_PCDS_
7	2018-08-17T09:11:34.798920	PRO1TRN2	PM_PolicyInquiry_PCDS_MF	_27f9768f-cc02-41a6-b03b-75284053a905	GWCC	ECC	GWCC	PolicyNumber	N/A	PM_PolicyInquiry_PCDS_
8	2018-08-17T09:11:15.986251	PRO1TRN2	PM_PolicyInquiry_PCDS_MF	_b4df799e-4a95-418c-b906-0016eaa77869	GWCC	ECC	GWCC	PolicyNumber	N/A	PM_PolicyInquiry_PCDS_





_time	Rptcls	SMFID	MipsGP	Job	User	Type	ProcStep
2018-08-16 20:00:00.050	RMQBRK	1D81	554.2	MQS2BRK	MQS2BRK	STC	PRO1FAC3
2018-08-16 18:45:00.050	RMQBRK	1D81	226.2	MQS2BRK	MQS2BRK	STC	PRO1FAC2
2018-08-17 02:15:00.020	RMQBRK	1D81	61.7	MQS2BRK	MQS2BRK	STC	PRO1BAT1



Batch Exceptions

Job contains: *

% Change CPUMins Threshold OR: 200

% Change ElapsMins Threshold: 200

cur_date	day	Job	Past_CpuMins	Cur_CpuMins	pct_chg_CPUMins	Past_ElapsMins	Cur_ElapsMins	pct_chg_ElapsMins	Past_JobsRun	Cur_JobsRun
2018-08-16	thursday	EPMS208D	2.688	9.847	266 %	3.3	11.3	248 %	4	1

Trend Production Batch Jobs

Choose Time Period: Last 30 days

Supply Jobname : epms208d

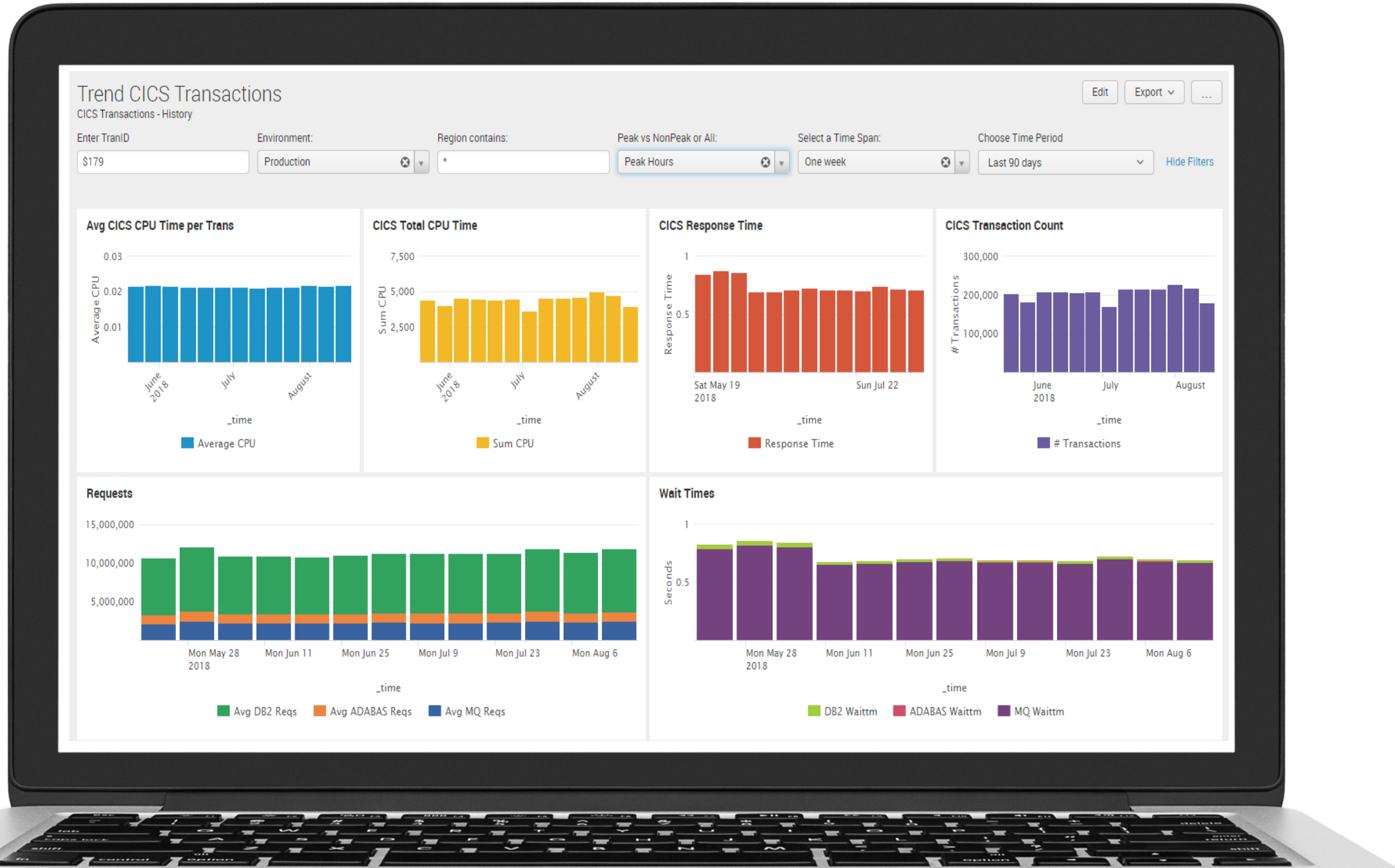
Select a Time Span: One day

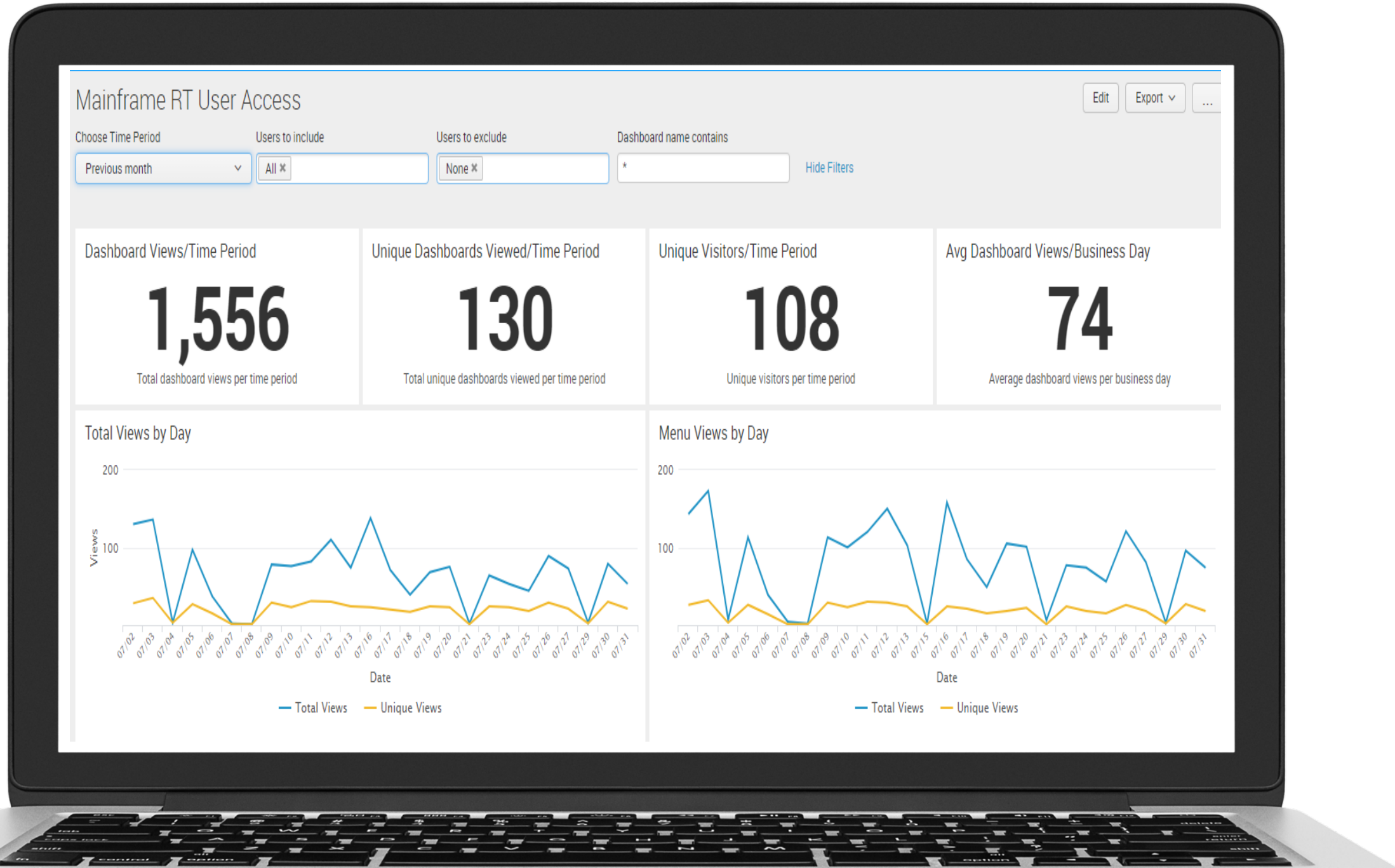
Submit

Hide Filters

Stats for Job=epms208d* for Time Period Selected

_time	AvgStime	AvgEtime	TotCpuMins	TotElapsMins	#JobsRun	#Abends
2018-08-16	0.03	0.20	9.85	11.3	1	0
2018-08-15	0.05	0.22	10.06	11.5	1	0
2018-08-14	0.02	0.20	10.08	11.7	1	0
2018-08-10	11.60	11.77	19.56	20.8	2	0
2018-08-09	0.02	0.18	8.88	9.5	1	0
2018-08-08	0.02	0.16	7.92	9.3	1	0
2018-08-07	0.02	0.15	6.99	7.8	1	0
2018-08-03	11.62	11.67	6.02	7.4	2	0
2018-08-02	0.02	0.05	1.57	1.8	1	0
2018-08-01	0.01	0.05	1.65	2.8	1	0
2018-07-31	0.02	0.03	0.78	1.9	1	0
2018-07-27	11.63	11.64	0.23	1.4	2	0
2018-07-26	0.02	0.02	0.16	1.2	1	0
2018-07-25	0.02	0.02	0.17	1.2	1	0
2018-07-24	0.02	0.02	0.18	1.3	1	0
2018-07-20	11.59	11.60	0.24	1.2	2	0
2018-07-19	0.02	0.02	0.15	0.5	1	0
2018-07-18	0.04	0.04	0.16	0.4	1	0





Q&A

Susan Fassette | Erie Insurance

John Reda | Syncsort Inc.

Thank You

Don't forget to rate this session in the .conf18 mobile app