



## Cressida's ReQuest™ for WebSphere MQ helps Banco BPI track misplaced messages

### **The Challenge:**

**BPI needed to find and recover important misplaced messages**

### **User Comments:**

*"...having to stop the production Queue Managers and bank production, an unacceptable burden on the bank activity. We needed a tool to help us"*

*"Once the missing messages were identified, we would then want to recover them to the HP-UX production MQ server"*

### **Banco BPI, S.A.**

The BPI Group is the fourth largest private Portuguese financial group and covers 10% of the Portuguese domestic commercial banking business as well as accounting for 30% of Angola's commercial banking business. The BPI Group -- headed by Banco BPI -- is a multinational financial specialist group focusing predominantly on commercial banking activity. Banco BPI serves close to 1.5 million customers including individuals, enterprises and large institutions through a multi-channel distribution network composing of approximately 500 retail branches, 11 investment centers, a home-banking service, telephone banking, specialist branches, agent network and structures dedicated to the Corporate and Institutional segments. Banco BPI employs over 9,500 employees worldwide.

### **IT Background**

In 2004 Banco BPI Information Technology signed a 10 year IT services contract with IBM® for the management of its IT infrastructure. The contract covers the central and midrange systems, data center and related business continuity services. BPI remains responsible for the security and the safety of its financial transactions. The primary financial applications operate on IBM zOS, HP-UX®, AIX® and Windows® server platforms. A cornerstone technology used to interoperate and integrate these important business applications is IBM's WebSphere® MQ middleware technology that assures the handling and prompt delivery of many thousands of high value business transactions per day. WebSphere® MQ is an asynchronous business transaction messaging platform that offers a stable and scalable multi-platform integration and porting capability.

### **The Challenge**

Occasionally, incidents occur along the transaction chain for the two primary production MQ servers running MQ 5.3 on a HP9000 RP7420 and MQ 6.0 on zOS that result in a transaction not having completed as desired. Banco BPI needed to be able to track and find the missing messages between the two MQ Servers when such unexpected incidents occurred. *'This is very difficult to do without having to stop the production Queue Managers and bank production, an unacceptable burden on the bank activity. We needed a tool to help us'* said Jorge Oliveira, BPI Direção de Sistemas de Informação. *'Once the missing messages were identified, we would then want to recover them to the HP-UX production MQ server'* added Oliveira.

### **The Solution**

Having considered several options, Banco BPI looked for a vendor provided solution addressing the issue and found ReQuest™ for WebSphere MQ offered by Cressida Technology. Cressida's ReQuest for WMQ is a powerful Message Tracking, Message Reporting, Message Replay, Point-in-Time Message Recovery and Auditing solution. ReQuest uses unique filtering technology to analyze critical message activity information already contained in WMQ logs. ReQuest is non intrusive; no application changes are required and it provided Banco BPI with the key features they required to provide a transition test and migration facility using actual production workloads as well as point in time analysis of message flows between the various application components.





Banco BPI decided to evaluate ReQuest and after an extensive testing of the software, the evaluation confirmed ReQuest's ability to find the needed messages by accessing and reading the WMQ recovery logs without interfering with the bank's transactions flow and applications availability requirements. The environment consists of the ReQuest agent running in a Production WMQ Server with IBM WebSphere MQ v5.3 on a HP-UX (HP9000 RP7420 Cluster with 2 nodes). The ReQuest server is installed on a Wintel box running a Windows Server.

ReQuest was implemented across the required platforms and procedures were put in place to handle the misplaced message situations. Oliveira stated *'ReQuest was robust and intelligent enough to not only handle extracting messages from an MQ Log file generated in one operating system to be analyzed on another but, as importantly, to subsequently handle replay and recovery of the messages on the target production Queue Manager as we needed. There is no other supported MQ Recovery Log analysis solution available able to do the job that ReQuest can do.'*

Oliveira went on to add *'ReQuest is today installed in Production on a cluster environment and investigations can be conducted without any user application disruption. The WMQ HP-UX Server handles our most high value commercial transactions covering well over 50,000 messages every day'*. At times, BPI operators are notified and alerted by the business managers when a transaction doesn't reach the intended destination. Having first ensured that the issuing application message was put under synch point for the required operation in the specified time period, ReQuest is then used to replay all the messages in that particular queue for the specific periods of time defined by the user. ReQuest is also used to replay some messages in a test system checking on the health and behavior of major changes in the applications.

*'We are very happy with ReQuest as it is helping to improve our transaction reliability and security for our customers.'* concluded Oliveira.

### Summary

Cressida's ReQuest™ for WebSphere MQ provided Banco BPI with a reliable, scalable, flexible solution to their requirement for a message tracking and recovery facility as well as a tool to test and migrate their new applications to the production environment.

### About Cressida:

Cressida is an authorized IBM Tivoli solution provider. We bring complete WebSphere MQ Message Assurance and Message Management solutions consisting of IBM Tivoli products along with Cressida developed sets of offerings. Our solutions allow clients easily and efficiently to monitor and configure their messaging systems, find and track delivery and activity of their messages, provide authorized staff the ability to take actions such as replaying and recovering their messages to a particular point-in-time in the event of system or application failure.

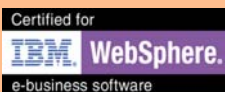
The most recent addition to Cressida WebSphere MQ solutions is the User Configurable WMQ API processing product; InQuest™ for WebSphere MQ. InQuest offers unique user flexibility and control to intelligently select and filter WMQ message traffic and perform automated authorized actions including Message Content Based Alerting, Standards Enforcement, Compliance Reporting, Message Replication and Recovery functionality. In conjunction with IBM Tivoli Monitoring for systems monitoring, alerts and automation on Windows, Unix, Linux, z/OS, Databases, Applications, WebSphere Application Server, Messaging Middleware and more, Cressida offers complementary WMQ products and services solutions to the Omegamon family. We are able to offer a complete solution to clients' monitoring and message management requirements.

### User Comments:

*"ReQuest was robust and intelligent enough to handle extracting messages from an MQ Log file generated in one operating system to be analyzed on another"*

*"There is no other supported MQ Recovery Log analysis solution available that can do the job."*

*"We are very happy with ReQuest as it is helping to improve our transaction reliability and security"*



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