



ADP's main requirements were:

- *Guaranteed Message delivery*
- *Meet strict processing time guidelines*
- *Provide disaster recovery facilities*

ADP's plan of action:

- *Provide an Auditing facility that confirmed timely delivery*
- *Show the ability to recover lost messages and objects*



Background:

Automatic Data Processing Inc. (ADP) provides worldwide Employer Services, Brokerage Services, Dealer Services and Claims Services to customers worldwide. ADP has more than 40,000 employees and 500,000 customers, processing 30 million paychecks per year with annual revenue of \$7 billion US Dollars.

EBV (Elektronisch Berichten Verkeer)[®] is a new offering from ADP Nederland BV. EBV manages the communications between employers and ARBO, a Dutch Government Agency that coordinates and guarantees many aspects of employment regulations in the Netherlands. WebSphere[®] MQ handles the communication layer infrastructure and delivery mechanism utilized within the EBV application.

The Challenge:

EBV must adhere to strict ARBO Service Level Agreements concerning the management and performance of this electronic communication system. For example, employers must report illness- related absentee notices by 10:30 in the morning of receiving employee notification to allow for follow up procedures such as a specialist doctor appointment to be scheduled. Employers are also required to ensure that there are 'point-in-time' traceable and recoverable IT processes in place for most employment- related data sent to its Social Services Offices.

Consequently, ADP's EBV offering must be able to produce Auditing reports related to the messages passing between ADP applications and ARBO agency applications, ensuring the timely, accurate and traceable delivery of critical employer and employee confidential information. ADP also needs to account for and make allowances for system disruptions, disaster recovery processes and procedures.

In summary, ADP's three main requirements were:

- Guaranteed Message delivery
- Meet strict processing time guidelines
- Provide disaster recovery facilities

ADP's plan of action was to:

- Provide an Auditing facility that confirmed timely delivery, and
- Demonstrate the ability to recover lost messages and objects within the government mandated timeframe service levels

The Search:

ADP began by researching and investigating the WebSphere MQ-native features and available facilities, and concluded that all required metrics to ensure and prove timely delivery were in fact present in the recovery logs

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maintained by WebSphere MQ itself.

“The annoying thing was” said Ton van der Starre, Manager Systems Service at ADP Nederland BV, “we knew the data was there but as WebSphere MQ does not provide for recovery of message data once it has been delivered, we could find no easy way to extract it in a usable format.”

The possibility of using IBM® provided sample utilities was first considered, but it was found that they were unable to support the business critical requirements they were facing. ADP also considered the possibility of getting their own staff to build a customized solution. ***“We concluded that building software was not the business we wanted to be in and decided to look for a third party solution to provide us with the required functionality” commented van der Starre.***

The Solution:

ADP’s search soon led them to Cressida Technology Ltd., which has developed a solution: ReQuest™ for WebSphere MQ.

Request™ for WebSphere MQ 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.

The ReQuest solution is non-intrusive, no application changes are needed and it provided ADP with exactly the features they required to support their Service Level Agreements.

Van der Starre elaborated, ***“When we first looked at ReQuest, it seemed too good to be true. It contained everything we needed, required us to make no changes to a project that was nearing completion and last, but not least, it was a cost-effective solution.”***

ADP defined a Proof of Concept project to verify that ReQuest was up to the task and could provide the vital features they required. The product was installed and demonstrated and the pilot project completed successfully. ADP was able to audit the flow of messages through their system, pinpointing any delays. ADP’s MQ administrators also ensured that they were able to replay messages and recreate WebSphere MQ objects in a timely fashion, allowing them to stay within the government required service levels following system disruptions.

In closing, van der Starre concluded, ***“Before using ReQuest, in the event of any system or application problems, we could not easily trace and recover the message data that had been transmitted to the different Social Services destinations. Now, with ReQuest, we are able to provide detailed and specific point-in-time tracking and auditing reports any time we need them for ourselves or for the Social Services agency requesting it.”***

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