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Singapore Epson Automates Job Management Using Hitachi JP1/AJS2

> "The interfaces between our ERP, logistics, finance, HR and workflow systems now need less attention, yet are more stable. The Hitachi JP1 solution has enabled us to reap benefits including productivity improvement and cost reduction which has helped to hone our competitive edge."
>
> *Mitsuo Nishiguchi, General Manager, General Office*

Customer Profile
While overseeing two sister sites in Malaysia and Indonesia, Singapore Epson Industrial has established itself as a leader in the design and production of scanners and integrated circuits. SEP is also a leading provider of plating services.

Industry
High-tech manufacturing

Business Challenge
Before Singapore Epson Industrial fully implemented JP1/AJS2 and deployed the JP1/OJE for mid-range computer (for IBM iSeries) option, job management tasks were performed manually. This imposed a heavy administrative burden on IT staff, was laborious and prone to error.

Solution
Hitachi JP1/AJS2 job management solution.

Benefits
• Automated job management
• More stable applications
• Significant man-hour savings
• Faster problem resolution
• More productive IT and end-user staff
• Elimination of overtime work

JP1 Version 7i

While overseeing two sister sites in Johor Bahru, Malaysia, and Batam, Indonesia, Singapore Epson Industrial Pte. Ltd. (SEP) has established itself as a leader in the design and production of scanners and integrated circuits. It is also a leading provider of plating services.

To support its operations, SEP uses a portfolio of applications deployed on several IBM® iSeries® servers and Intel®-based servers running Windows NT®, 2000 and later operating systems. The iSeries-based applications include SAP® R/3® finance & HR modules and the BPCS® ERP suite; those on the Intel-based servers handle workflow, warehousing/logistics, product costing, Web email, file sharing and other applications.

This mixed environment means that the majority of jobs are executed over multiple platforms. As an example, more than half of the BPCS jobs traverse the other applications. While the consequent frequent to-and-fro transfer of data, files and system-level information may be problematic for some, all this takes place in

fluid-like fashion at SEP, thanks to its use of the Hitachi JP1/AJS2 job management system, including the JP1/Open Job Entry for mid-range computer (for IBM iSeries) module which integrates jobs across the iSeries and other platforms.

Things were not always this smooth.

Manual Job Management
"While we had the JP1/AJS2 core as early as year 2000, its use was limited to the product costing application; JP1/OJE was in development then and only became available in 2002. Job management tasks were performed manually. Considerable amounts of labor and time were spent on these, especially for
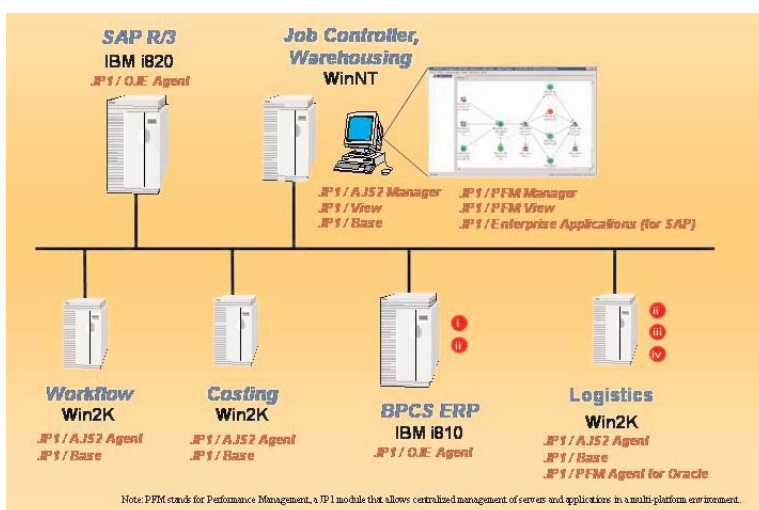
those jobs that involve both the OS/400 and Windows platforms," said Zhu Chun-Ning, Manager, Information System Department (ISD).

In addition, there was no clear view of job status and each job had to be manually tracked. Causes of job failure were also difficult to pinpoint and problem resolution and job restoration involved laborious checking of log files on servers and interruption of end-user operations and even shopfloor activities.

Example of multi-server job execution
i   *JPI/OJE Agent monitors BPCS application running on IBM i810.*
ii   *Application generates new/updated file, JPI/OJE Agent on IBM i810 alerts Logistics server via JP1/AJS2 Agent.*
iii *Logistics application executes.*
iv   *Once Logistics application completes, JP1/AJS2 Agent alerts appropriate end-users of job completion. JP1/PFM Agent for Oracle is used to identify data trends so that the performance of the database can be optimized.*

"With JP1/AJS2 and JP1/OJE for mid-range computer (for iSeries), we now have central control of both native and cross-platform jobs. Previously jobs were managed individually and synchronized manually. Now they are managed as part of a constellation, with triggers, start times and other execution details configured into the jobnet," said Ms. Zhu.

Benefits

Unlike before, the ISD team now has a singular, concise, graphical view of all jobs. Team members and their end-user colleagues are notified of job completion or failure via auto-generated email so much less time is spent monitoring jobs. Together

with other features, these allow SEP to manage jobs by exception, with human intervention needed only when jobs are interrupted by hardware or application/system software hiccups. And even when these hitches happen, they are diagnosed and resolved in about 80% less time than before.

The high degree of job automation, including the ability to schedule jobs to run after office hours or in the weekend, has also enabled SEP to eliminate overtime and slash the man-hours spent on job management by three quarters.

IT Plans

With its back-end now much more stable and streamlined than before, SEP plans to route even more jobs through JP1/AJS2 when it deploys new business applications now and in the future. Also on the drawing board are plans to consolidate its applications on fewer or blade servers, and deliver information to end-users and management via a business intelligence solution.

"With JP1/AJS2, we're able to centrally define, schedule, execute all jobs that run over the different platforms. There's a very high degree of automation and we have clear visibility of job status. This has resulted in a tighter meshing of our mission-critical applications, better and more timely flow of information to our end-users, and swift resolution of problems, among other benefits," said Narusawa Hidetoshi, SEP's former IT Manager.

JP1 *Version* **7i**

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