



Introducing TCM

The NonStop Service Experts

Confidential. Copyright TCM Solutions Ltd 2023.



Introducing TCM

- Who We Are
- What We Do
- Key Service Offerings
 - Systems Management, Administration, Operations
 - Migration Services
 - Data Replication
 - Projects and Specialist Consultancy
- The Future



TCM

Who We Are

- Dedicated NonStop service experts since '96
- Designing and delivering service solutions to NonStop Customers around the globe
- Onsite and Remote services delivered via Centre of Excellence based in Scotland
- Never lost a Customer, never failed an SLA
- Flexible, responsive, adaptable, trusted partner
- Preserving NonStop knowledge
- HPE Silver Partner





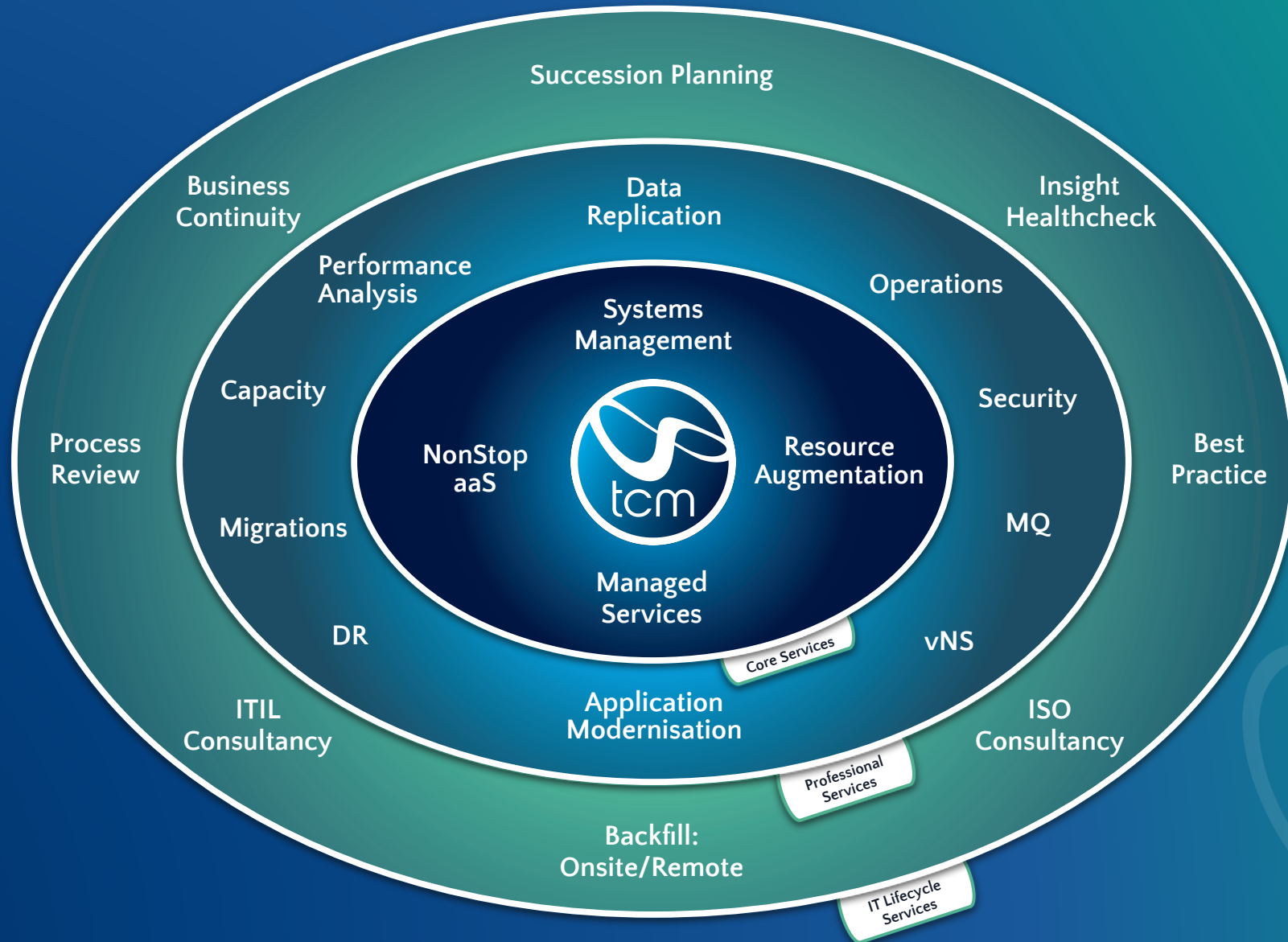
What We Do

- We offer a 'full suite of services'
- Can build a service around any NonStop requirement
- Bespoke Solutions, tailored to the Customer's PRECISE needs





The Full Suite of NonStop Services





Key Services:

- NonStop Systems Management – fully managed, outsourced solutions
- NonStop Migrations – Systems and Applications
- Data Replication Experts – all products
- NonStop Projects and Specialist Consultancy⁺
 - *basically the unusual, difficult things that do not fit neatly into a 'box'. We excel in this area.*





Systems Management

- Full responsibility for managing, administration and monitoring of Customer NonStop systems and Application 1st line
- End-to-End 24x7x365 support
- Dedicated Service Account Manager
- Tailored monthly analysis & reporting
- Delivered onsite and remotely via TCM Centre of Excellence
- Adapted to suit exact needs of Customer
- Customer retains control, but removes risk and operational 'headache'



Chelsea and Westminster Hospital
NHS Foundation Trust

Handelsbanken



BANKSERVAFRICA

www.cwfh.nhs.uk



Migrations – System & Application

- Appointed Key Partner by HPE on NSX Migration program
– only current EMEA-based partner
- NonStop X (latest platform) migration experts
- End-to-End management of systems and applications migration
- Accredited Project Managers
- On hand to 'fill gaps' between current and future state, including 'modernization'



**Hewlett Packard
Enterprise**



www.tcm.co.uk



Data Replication

- Installation, configuration, migration/switch
- RDF, Shadowbase (AutoTMF, AutoSync), DRNet, GoldenGate
- Key Partner of Gravic/HPE for Shadowbase
- Currently providing Shadowbase installations across EMEA
- Presented 'Shadowbase: A Swiss Army Knife Guide' at TBC 2018
- End-to-End management of project
- Filling gaps as required





New Services:

- System/Application Modernization
- vNS Services
- TCM InSight Healthcheck



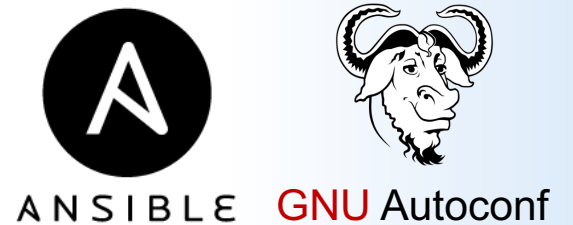


System/Application Modernisation

- TCM are helping companies with legacy/in-house written NonStop applications reach their full potential
- TCM Application experts can advise how these applications can easily be enhanced via the use of modern, even open-source technologies
- Many do not realize these industry-standard tool and utilities can run natively on NonStop, and are probably found in other parts of the organization
- TCM recently developed our own in-house written application utilizing the following technologies:



Visual Studio Code





System/Application Modernisation

- By adopting these technologies, the NonStop can be opened-up and more heavily integrated with the rest of the organization's IT practices
- We can even combine their use into a modern framework with NonStop incorporated just as any other platform would be
- For example, in DevOps:





System/Application Modernisation

- By adopting these technologies, the NonStop can be opened-up and more heavily integrated with the rest of the organization's IT practices
- We can even combine their use into a modern framework with NonStop incorporated just as any other platform would be
- For example, in DevOps:
- TCM can consult and assist with not only the adoption of these new technologies, but also your strategy in terms of why you are looking to use them, and what benefits you want to achieve



vNS Services

- TCM is at forefront of vNS technology
- Working closely with HPE vNS development team, sharing ideas and assisting in real-world trial of latest developments – Azure, Google cloud etc.
- Built and run our own internal vNS machines for testing, training and development
- Can assist with technical services around helping to build your own vNS, building one for you, or even operating in As-A-Service
- Crucially, TCM can help guide you on your journey to cloud – translating your motivations into simple steps and plans



INTRODUCING TCM InSight

What is InSight?

- TCM InSight is a quick, snapshot assessment, aimed at providing a clear and accurate understanding of your NonStop systems and setup





INTRODUCING TCM InSight

What is InSight?

- In essence, a short yet comprehensive audit
- Lasting only a few days
- With minimal input from Customer
- Designed, built and delivered in collaboration with HPE



**Hewlett Packard
Enterprise**



HOW IT WORKS

GATHER DATA

- Short questionnaire filled out by customer
- Simple 'press of a button' script run by customer will produce majority of data accessed by TCM via secure HTML file
- Follow-up questions for context/understanding via email or video call

ANALYSE DATA

- TCM Experts across all fields of NonStop will review data and compare with best practice

Snapshot for \TCMVNS

PEEK Status

PEEK - T9050L02 - (15JUN21) - (30APR21) - (BAS) SYSTEM \TCMVNS
 (C)1981 TANDEM (C)2004-2019 HEWLETT PACKARD ENTERPRISE DEVELOPMENT LP

SYSTEM \TCMVNS
 28 MAR 2022, 11:16__ELAPSD 258:54:51__CPU 0(NSV-D/vNS-EE)__Num IPUs = 2

TIME: PROCESSBUSY TIME INTERRUPT TIME IDLE TIME
 0:15:14.509 0.09% 0:06:57.723 0.04% 258:32:31.363 99.85%

	MAXIMUM USED	CURRENT USAGE	# CONFIGURED	# OF FAILURES
TLE	60		30000	0
PCB	24: 220		28844	0: 0
NRL	338	319	315	0
PTLE		4		0
PME		25	160	0
SHM		0	100	0
SEM		0	30	0

	MAX. SIZE	CUR. USED	INIT. USED	MAX. USED	CUR. USED	MAX. FRAG	CUR. FRAG
EXTPOOL	799	2	26	798	22	0	0
MAPPPOOL	32	32	1	32	29208	6	2
SEG TBL	66	366	66	4	5604	6618	15

POOL64 USAGE	TOTAL SIZE	ALLOCATED	LOCKED/WIRED	SEGMENTS
	INIT	CUR	MAX	CUR
FLEXPOOL(32)	2048KB	2048KB	1757KB	1840KB
FLEXPOOL64	2048MB	2048MB	12MB	12MB
MAPPPOOL64	512MB	512MB	44MB	-

PAGES: PHYSCL SWAPMIN UNFREEED UNDUMPED
 (16Kb) 4163072 4163053 3819648 1270 0

PAGES: LOCKED LOCKED(KSEG0) LOCKED(KSEG1)
 (16Kb) 282017/3772767 3017/12274 225499

TOTAL	FAULTS	ALLOCS	DISKREADS	DISKWRITES	MUTEXCRAX
(per sec)	494111	877441	345944	38089	119
	0.53	0.94	0.37	0.04	0.00

TOTAL	REDHIT	REDBUSY	REDTASK
(per sec)	0	0	0
	0.00	0.00	0.00

CLEANQ: FULLS PRLST:HITS CLOCK:CALLS FAILS CYCLES ALIASES: FAILS
 0 0 877383 4536 0 11.67 0 0

o [Filesystem Usage](#)

HOW IT WORKS

- **Report, Rate, Recommend, Review**
 - TCM will produce a comprehensive report providing an assessment of 18 NonStop areas of interest
 - Each area will be scored using a simple traffic-light rating system providing 'at a glance' understanding
 - Findings and further recommendations will be provided, identifying the path to Best Practice
 - A follow-up review with the Customer will explore the report and provide an opportunity to discuss any findings or ratings in greater detail



2. Disc Configuration

Description:

Having the correct disk configuration is essential to a smooth-running system. This includes path and cpu balancing.

What we assessed:

We checked the disk configuration, disk cache, freespace, fragmentation and dirty reads/writes. We also checked for any documentation, evidence of daily tasks being performed and any exceptions being highlighted by the daily checks.

Assessment:

We found a number of disks with free space less than 80%. We also found evidence of daily checklist tasks not being performed or any follow up being performed and/or reported on.

Rating:

Recommended Action:

Perform clean-ups/archiving on the affected disks to free up some free space. Ensure that DSAP (Disk Space Analysis) is run on a regular basis alongside Disk Reloads.

Perform a disk sizing task to ascertain whether or not more or larger disks are required.

Ensure that processes and procedures are followed in relation to daily tasks by operations/system managers.

HOW IT WORKS

- **Recommended Actions:**
 - No further action
 - Recommend change to process / configuration / setting
 - Recommend new product / tool / service
 - Recommend further, deeper analysis of certain area(s)





BENEFITS

Benefits

- ✓ Inexpensive
- ✓ Efficient use of time – results within one week
- ✓ Despite efficiency – still comprehensive
- ✓ Independent, objective analysis (not a witch hunt)
- ✓ Does not require NonStop knowledge to understand report
- ✓ Minimally invasive – touch of a button
- ✓ One-off / annually / periodically
- ✓ Tailored and scalable

WHY GET InSight?



Systems Managers:

- Personal development / continuous improvement – same reason we attend Connect NSTBC!
- Confirmation of competence
- Justification for recommended system improvements, training etc.



Senior Management, looking for independent appraisal of NonStop function:

- Recently assumed responsibility for technology
- Changes in team / support function
- Wider organisational continuous improvement / compliance programs





HOW TO GET InSight

- For more information about InSight, or any of our NonStop services, speak to TCM today or reach out to your HPE NonStop Account Manager
- nonstop@tcm.co.uk





Thank You

www.tcm.co.uk



TCM – The NonStop Experts

www.tcm.co.uk