



“Our strategic relationship with HDS positions us to meet the economic challenges we face due to explosive growth in our core applications,” states Joe Foster, Vice President of Planning at Cincinnati Bell Information Systems’ data center in Orlando, Florida. “That’s the reason we chose the HDS Skyline processor.”

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**Customer Profile**

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**Worldwide**

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**Billing Services**

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**CICS  
VSAM**

How does  
**CBIS deliver solutions  
that work—today and  
tomorrow?**

With an HDS Skyline Series™  
Processor

**The goals**

Meet Service Level Agreement (SLA) numbers. Improve on-line service. Reduce batch billing cycles. Be the low-cost, telecom billing services provider. Deliver solutions that work—today and tomorrow.

**The challenges**

Expanding batch processing and a shrinking batch window. Monthly compounded growth rates of 4 to 7 percent. Diverse and unpredictable workloads.

**The solution**

“The Skyline 52 played a major role in completing our data center migration and helping us catch up on work that was delayed due to an extended hardware maintenance window,” declares Joe Foster, Vice President of Planning at Cincinnati Bell Information Systems’ (CBIS) data center in Orlando, Florida.

## The right choice

The HDS Skyline 52 was the right move for CBIS, a billing services provider whose success rides on being able to achieve fast turnaround, no matter what the workload. According to Joe, "Skyline was the only choice to meet our work demands."

With Skyline, CBIS realized remarkable performance improvements:

- Their CPU-busy percentage dropped by 27.3 percent, from 91.7 to 66.7
- The I/O rate increased by 4.6 percent, from 1498.3 to 1567.2
- Processor throughput improved by 43 percent, from an ITR of 16.515 to 23.618.

As a result of this increased performance, CBIS exceeded their overall SLA objectives and cut their batch windows dramatically. Prior to the Skyline installation, CBIS processed 30,989 jobs in an average of 9.17 minutes. After the installation, the total number of completed jobs increased to 33,819, and the average time to completion was cut nearly in half to 4.77 minutes. With Skyline, CBIS now has sufficient excess time for reruns, if necessary.

For companies like CBIS, Skyline simply makes more sense than CMOS and Bipolar ECL. With their CICS growth consuming more processing capability than a single 9021-711 instruction processor (IP) could deliver, and batch processing that pushed the limits of CBIS' shrinking batch window, faster IPs were preferred. More IPs don't necessarily mean increased throughput, because applications running as single MVS tasks (CICS and batch) can only run on one IP at a time. Skyline's fast IPs allow CBIS to meet unpredictable workload demands without impacting their customers. "Skyline's unparalleled throughput capabilities and economic strength made it the clear choice for us," states Joe.

After the Orlando success, CBIS elected to install a Skyline 41 in their Cincinnati data center. Skyline's encore performance provided the general processing capability CBIS needed to migrate a new customer with minimum impact. With two successful implementations under CBIS' belt, Joe Foster is "convinced that Skyline's flexibility and benefits position CBIS for future competitive viability."

HDS is proud to be a part of CBIS' success!

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HDS + CBIS

Mission Possible