Leveraging your EOS implementation
RSD EOS® White Paper

Improve User Productivity and Gain Operational Efficiencies

RSD EOS (Enterprise Output Solution) facilitates the identification and management of virtually any output data stream as it is created – regardless of the application or platform on which it is generated. EOS fully automates report generation, report and content archiving, retrieval and destruction according to easily-configured business rules.

A highly-scalable, flexible and proven solution, EOS enables organizations to achieve concise and compliant information delivery in a heterogeneous and demanding IT environment. Companies around the world dramatically reduce millions of dollars in printing costs as users shift from a paper-centric mentality to accessing content electronically.

For example, University of Miami achieved 532% ROI with RSD EOS. This includes 90% reduction in paper consumption saving close to a million dollars per year. For many organizations, EOS is the defacto standard for managing high-volumes of business critical information. The latest release of EOS includes a number of improved compliance and storage management capabilities as well as enhancements geared to improving end user productivity. This paper reviews additional business capabilities for enhancing existing EOS implementations.

Comprehensive Distribution Options

Managers make critical business decisions every day. Time is critical and preparation is crucial. Managers rely on information to help the decision-making process. According to a recent survey from AIIM, 49% of respondents indicated finding information required to do the job is either difficult or time consuming.[1]

Business executives are demanding the following capabilities

Intuitive dashboard

don't want to guess where information is stored and how to access it. They need single click access to information in a suitable format.

24 by 7 access

and telecommute. Having simple and secure Web access to business information is critical from any computer or smart phone for those executive that are constantly traveling and away from their offices.

Push delivery

access to a handful of regular (daily, weekly, monthly) reports – whether its related to sales, inventory, commissions, finance, or budget. These reports should automatically be "sent" to the user.
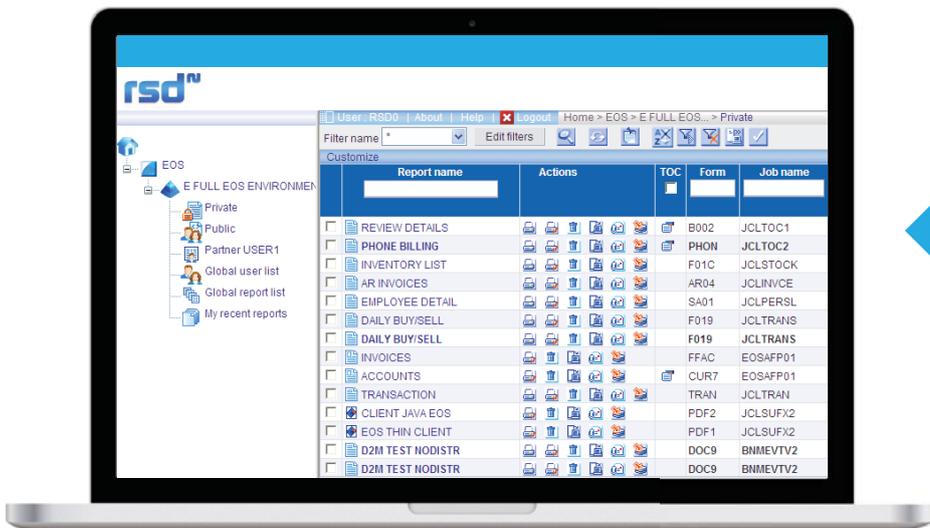
Easy data analysis

quickly extract pertinent information from a variety of sources into other familiar products such as Microsoft Excel.

It is now the norm that the interface for internal users must be easy to implement, administer and use. More and more capabilities are becoming easier to access and use, including modular functionalities that can be turned on or off as required. RSD offers a number of options to distribute information to the user community. These options include friendly Web presentment as well as e-mail delivery.

[1] http://www.aiim.org/Research-and-Publications/Research/Industry-Watch/Findability

Secure and Intuitive Web Access

> EOS Thin Client enables simple, fast, and secure Web access to vital business information

The RSD EOS Thin Client enables an unlimited number of authorized users to simultaneously access and manipulate business-critical content using a Web browser. Compliant with the latest J2EE standards, the solution ensures the enterprise delivers indispensable information anytime, anyplace, regardless of where and in what format it is stored. The interface enhances user experience and productivity with powerful data analysis and search tools – supporting both casual and sophisticated usage.

Call Centers best leverage their investments in customer relationship and call center and customer relationship management solutions by providing easy access to customer information and improving the customer experience. The interface is also used by customers and business partners demanding fast access to statements, invoices, and transaction history from a Web browser. The EOS Thin Client integrates with any third party business application (ERP, CRM, executive portal) and can be configured to meet your look and feel.

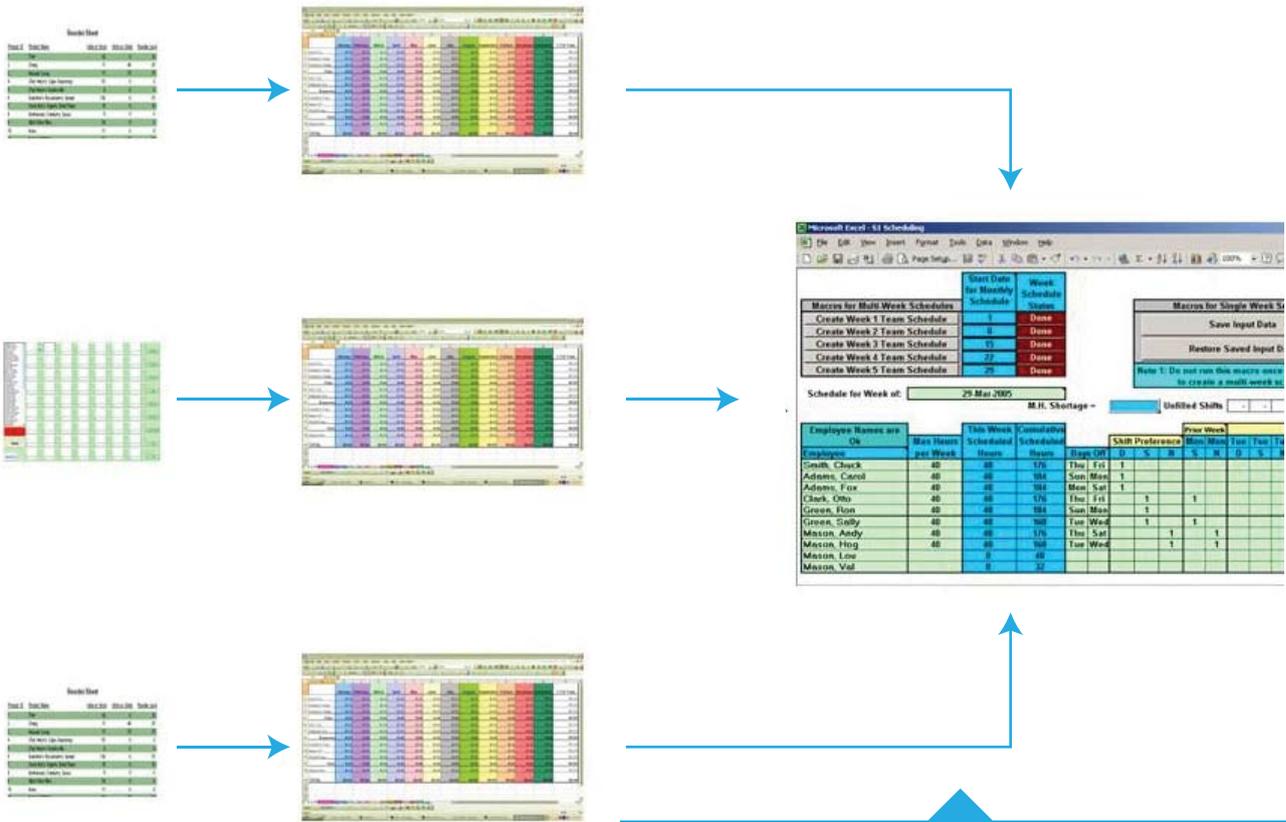# Automatic E-mail Distribution

2008 Gilbane Survey

81%

of all companies report that email is being used for both internal and external communications.

91%

of services-oriented firms rely on email for communicating outside the organization.

E-mail an Excel spreadsheet of vital information to management

RSD Doc2Mail enables automatic e-mail notification of content availability or delivery, via an e-mail attachment of business information. It eliminates the need for users to manually check the EOS repository for newly-created content. Doc2Mail is perfect for occasional and remote users who always want to be notified when information becomes available and who do not have easy access to the Web. Furthermore, the solution eliminates manual and time consuming conversion or copy/paste operations by delivering information in the required file format, ready for use with almost any software application including Microsoft Excel.
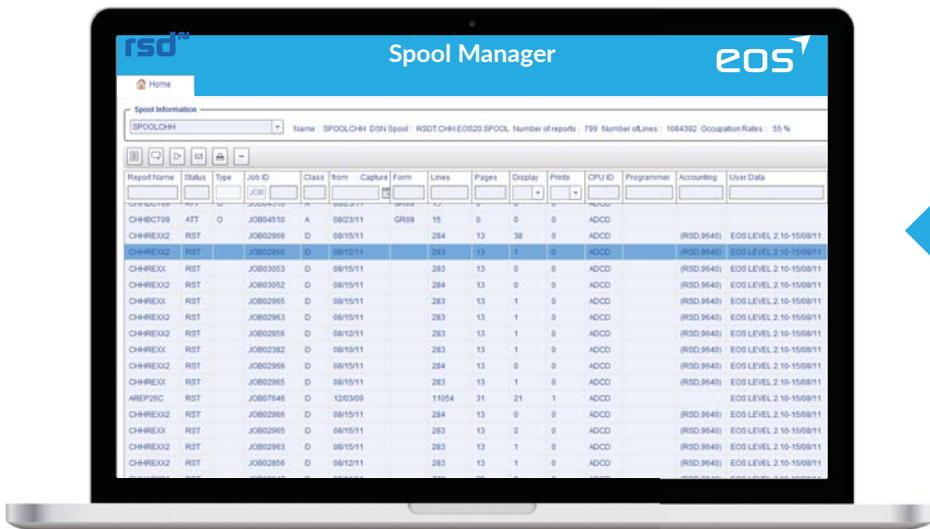
Achieving Operational Efficiency

The major challenge for IT Infrastructure and Operations organizations is increasing operational efficiency and aligning IT with the business. Every IT organization struggles with reducing the overall cost of IT, while balancing the impact of infrastructure changes being made to control costs on the business. IT is constantly striving to improve capacity planning and optimize resource utilization, while at the same time reducing system and application outages, and ensuring the end-user response time experience is still meeting established service level agreements (SLA).

It is not just about managing the infrastructure, but it is also about empowering employees with the right set of tools that enable them to be more productive and efficient. Operational efficiency is about both infrastructure and people. The bottom line is that IT Infrastructure and Operations staff must ensure service level agreements (SLA) are met, costs are contained, efficiencies are achieved, compliance initiatives are addressed, and all IT projects are directly aligned with business objectives.

EOS Spool Manager

z/OS JOB Messages and Output directly via a web-browser from any location

RSD EOS Spool Manager extends the power of EOS by providing a web-based solution that enables operators, systems programmers, and application developers to view Message Class Output including JCL errors, conditions codes, and ABEND information using an intuitive browser GUI. With EOS Spool Manager, companies can achieve operational efficiency by providing key staff members access to critical information from any location, at any time, eliminating dependency on cumbersome 3270-based terminals and terminal emulation software. As companies face new challenges including diminishing mainframe subject matter expertise, lack of 3270-based skills in newer staff, and the general trend of everyone being asked to do more with less, EOS Spool Manager helps close the gap. Its intuitive, familiar, and easy-to-use browser interface helps companies address the knowledge gap for newer staff and enables all team members to complete tasks quicker and easier.

Bridge From z/OS to Open Systems

Business demand is fueling application growth and increases in computing capacity at record rates. At the same time, IT organizations are trying to manage this increased growth while maintaining or even reducing expenditures. In many cases, it simply isn't working because as the business grows, effective utilization of IT resources is not always maximized. The simple view is, if the business and its related applications and transactions are growing at 20% annually, then computing capacity must also grow by 20%.

However, MIPS don't come cheap... especially in the z/OS mainframe world! The EOS Bridge from z/OS to Open Systems enables EOS administrators to capture content on z/OS and transfer pre-indexed reports to UNIX, Linux, and other open system platforms for viewing. Utilizing the EOS Bridge, customers can reduce high cost of MIPS utilized for viewing, and associated costs for storing reports on z/OS, and replace that viewing and storage using lower cost open system platforms. This is just another way RSD EOS can be used to achieve operational efficiency within an organization.

Compliance and Auditing

The EOS Total Compliance Suite enables customers to respond to the stringent compliance requirements, mandated encryption specifications, and never ending auditing needed within an organization. One of the daily challenges facing large organizations is the ability to quickly and efficiently create, access, and distribute detailed tracking and auditing information for meeting compliance, regulatory and governance requirements. Inevitably, someone will ask for a detailed audit report from RSD EOS. At a minimum, the administrator will need to be able to answer the standard who, what, and when questions while corporate security policy sometimes requires limiting access to data based on user identity.

ActiVisor for Comprehensive Auditing

Auditors want to know
"who did what" on EOS – how fast can
your organization respond?

From Activisor you can view activity reports for every aspect of your EOS environment

RSD ActiVisor expands the native audit trail and audit log management capabilities of RSD products. Analyzing log and system information imported from EOS and add-on components, ActiVisor provides comprehensive reporting for actions performed on virtually all enterprise information assets. ActiVisor enables administrators to easily define reports, configure background processes and manage system alerts through a familiar browser-based interface. In addition, user and group access rights can be tightly managed with concepts proven for decades with EOS.

Data Encryption and Protection

Auditing is only part of the Total Compliance picture. It is important to know the who, when, and what for accessed reports, but you must be able to protect critical data assets and fields within those stored reports. Credit card numbers, social security numbers, private health related information, and other sensitive data that should not be used outside of an organization must be protected from uncontrolled exposure. The Data Encryption and Protection option for EOS efficiently encrypts data by leveraging strong ICSF encryption inherent in the zSeries platform. EOS Data Encryption and Protection enables compliance for all content and/or report indices and it includes support for the Payment Card Industry (PCI) Data Security Standard. Encrypted data remains encrypted through its lifecycle, regardless of storage media and EOS is the only means by which encrypted data can be decrypted and accessed. Encryption/decryption is transparent to authorized end-users.

Summary

After three decades running business-critical applications, RSD continues to evolve EOS to support the demanding needs of the business, drive ongoing compliance initiatives, and continue reducing IT costs. RSD offers a number of additional components to maximize existing EOS implementations and lower the total cost of ownership (TCO) of supporting EOS. Contact RSD today to learn more about these solutions and how they optimize your operations and end user productivity.

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