Case Study: Distributed MQ Queues, Centralized Management

1 BACKGROUND

- Leading US Grocery retailer
- Combined MQ, Mainframe and Kafka installation distributed across 2,400 retail stores
- 24 administrators govern performance but Engineers, Application Teams & DevOps professionals need access to MQ Queues
- Key objective of reducing technical debt & YoY IT spend
- Coupons are pushed to mobile apps from stores every Wednesday
- Moving mainframe to the Kyndryl cloud as part of a larger cloud transformation initiative

2 Challenges

- Small pool of administrators coupled with an ever-shrinking budget
- Mainframe is stable & not going anywhere but lack of expertise is a continual challenge
- Restarting Queue Managers was cumbersome, problematic and regularly caused fulfillment cutoff times to be missed resulting in stockouts
- MQ disruption on Wednesday's causes promotional engine, finance & recording to be severely impacted

4 CAPABILITIES 3

- Single tool & login for all MQ & Mainframe instances for all management & configuration needs
- AI/ML monitoring to predict & alert outages
- "Service Layer" created between MQ & Grafana for usage by separate Observability team

5 FINAL OUTCOMES

All DevOps Engineers have access to MQ & Kafka monitors & can restart or shutdown all based on their needs

33% ⟷ 47%

Increase in Administrative Efficiency & YoY Support Cost Reductions

ZERO

MQ & Mainframe Disruptions