

aws marketplace

Control-M

Reviews, tips, and advice from real users



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Product Recap



Control-M

Control-M Recap

Control-M is used for enterprise workload automation, orchestrating finance, retail, healthcare, and supply chain processes. It handles batch job scheduling, managed file transfers, cloud integrations, and compliance auditing across on-premises, cloud, and hybrid environments.

Organizations leverage Control-M to efficiently monitor and manage business-critical processes like payroll, HR, SAP, Informatica, and database tasks. It enhances visibility, security, and error resolution. Automating and optimizing workflows in data centers, AWS, Azure, and Google Cloud Platform, Control-M supports diverse technological environments. The platform's robust capabilities make it suitable for effective centralized management of applications and data pipelines, ensuring enhanced collaboration and scalability.

What are Control-M's most important features?

- Integration capabilities: Seamlessly integrates with various systems
- Automation API: Facilitates automation through APIs
- Managed File Transfer: Simplifies secure file transfers
- GUI console: Intuitive graphical user interface
- Role-based administration: Provides access control
- Single-pane view: Centralized monitoring dashboard
- Scheduling options: Flexible job scheduling
- Workflow orchestration: Coordinates complex workflows
- Reporting: Generates insightful reports
- Monitoring: Tracks and manages tasks
- Forecasting: Predicts future workloads
- Self-service portal: Empowers users with self-service tools
- Plugins: Extends functionality through additional plugins

What are the benefits or ROI of using Control-M?

- Enhanced visibility: Centralized view of all processes
- Ease of use: User-friendly interface
- Error reduction: Minimizes manual errors
- Improved collaboration: Facilitates teamwork
- Scalability: Supports growth and scale
- Support: Comprehensive customer support

Control-M is implemented in industries like finance to handle payroll and HR tasks, in retail for inventory management and supply chain processes, and in healthcare for compliance auditing and patient data processing. Organizations benefit from streamlined workflows and automated processes across on-premises, cloud, and hybrid environments, ensuring efficient

and secure operations.

Designed to support growing teams, BMC's Starter Pack offers essential orchestration capabilities for managing hybrid cloud workflows with Control-M SaaS – starting at \$29,000 annually.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The biggest return on investment utilizing Control-M is its ability to simplify operations by consolidating multiple tasks and data into one platform.”



Raj Pattni

Batch Admin at NBC Universal

- ✓ “The best features of Control-M include the fact that you can easily connect different platforms—for anybody coming to it, if you needed to script a solution that connected Windows and Unix and mainframe, that would be difficult, but with Control-M, you can just sit back and connect a COBOL program running on the mainframe, trigger something on the Windows platform, then do a file transfer on Linux, and that's all basically just drag and drop.”



Mark_Francome

Senior System Specialist at a financial services firm with 10,001+ employees

- ✔ “The biggest lesson I have learned from using Control-M is that it is a best-in-class workload automation platform, effective in building, scheduling, managing, and monitoring complex workflows, especially for critical applications such as DataOps and enterprise DevOps environments where reliability and SLAs play a major role.”



Greeshma N

Lead Technical Manager at ANZ Banking Group

- ✔ “The best features and what I appreciate about Control-M are the power of the tool, the ability to manage different applications, and to have a comprehensive overview of the production plan.”



Dan AISENBERG

Co Founder & CEO at Sylkane

- ✔ “We've tripled our workflow and we are doing more in less time than we used to previously.”



Patrick Byrne

Controller Administrator at a government with 10,001+ employees

- ✔ “The most effective feature of Control-M is the API integration.”



Verified user

Associate Architect at a tech services company with 10,001+ employees

✔ “Control-M is exceptionally useful for building, scheduling, managing, and monitoring production workflows.”



PratikKumar

Control Administrator at a financial services firm with 10,001+ employees

What users had to say about valuable features:

“File Transfer Enterprise is the most valuable feature for our current project in terms of secured transfers and how we can track the transfers and manage significantly more with the transfers we are doing. This feature provides the best value, considering the ROI that we have achieved with the enterprise feature..”

SomashekarSG

IT Consultant at a consumer goods company with 11-50 employees

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“The best features Control-M offers are the stability and ease of use.

“The interface of Control-M is easy to use and it is a very stable and reliable application. Control-M has a very high positive impact on my organization as it is a reliable tool that is very stable. We usually don't have issues related to the application itself, so there is a very high impact..”

Prodriguez Rodriguez

IT Manager at a retailer with 1,001-5,000 employees

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The main features of Control-M are the UI and the monitoring part. It has a very comprehensive UI and monitoring system. Control-M agents are another valuable feature, allowing us to run jobs on the target machine easily across any machines. Enterprise-level support is also a very good feature.

We use different scripts with Control-M following standard scripting practices. We follow the agents approach by installing agents to our targeted machines. The UI is very good, and we log in using SSO.

“Control-M has saved us a lot of time and effort. Previously, it reduced the human touch and manual work significantly. It has brought substantial changes to our organization. .”

Verified user

Cloud/Devops Engineer at a media company with 201-500 employees

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“Control-M is one of the best solutions to automate jobs, and it should optimize manual work. It processes with the automation scripts, which helps the contact center operations run smoothly. That is the main purpose we use it for: following the schedule for callbacks and automating the scripts where it is necessary for the operations.

From my operations end, Control-M is worthy. I am not sure about the exact pricing, but it is very valuable. Control-M is the only asset where we can run all contact center operations for automating the scheduled jobs. There is a separate team that handles all the admin and maintenance processes. We are authorized only for our applications, our Genesys applications. We have restricted access where we can access our Genesys and nice jobs. For these two clusters, we have visibility to access the jobs, and we can manage them from our application end.

The positive impact I have seen from using Control-M so far is quality. It has smooth operations and scalability. Even though it is more optimized, optimization is a necessary requirement. The benefits would be to reduce manual efforts. It is flexible to operate technically and to understand the platform and solutions..”

RaghavarajuR

Technical Lead at HCLSoftware

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“I appreciate Control-M because of the dependency it offers. As I mentioned, we had some data available in SQL Server and some in Databricks, and it was hard to create a dependency when we were working on different tools. That is why we chose Control-M so that we could create a dependency, and we had some highly critical banking data in that project. The SLA was very minimum, and we had to get the dashboard refreshed every morning at 7:00 a.m. Due to the SLA features in Control-M, we chose it in the last project.

“I find that Control-M provides a single UI platform where I can monitor all the jobs. Previously we had different jobs, so we had to monitor each job individually. With Control-M's single platform UI, we can monitor all jobs. The main benefit is that Control-M has a retry functionality, so if any job fails during execution or due to bad data quality, we can retry the job. Once we receive the data, the job can execute automatically. The alert mechanism also triggers emails to business stakeholders whenever any job fails. These are the main features I prefer about Control-M.

“Previously, we set up alerts so that whenever there was a delay in the file, it automatically sent alerts to business stakeholders indicating the file's unavailability. Whenever there was a delay, it triggered an email to notify that we were expecting the file at a certain time. Additionally, we set up a file-based trigger. Since the time of file arrival is not consistent, we configured the job to execute automatically when the file arrives, ingesting the data into our final database. This file-based trigger was a key feature we explored..”

Shubham-Agarwal

Manager Projects at Cognizant

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“The best features Control-M offers that make all this possible for me include the job scheduling, which is most importantly critical. It enables us to schedule jobs across multiple platforms such as Unix and Windows together, and also the jobs running at very specific times help eliminate a lot of manual task execution by triggering based on either a file arrival or even a system event. It also enables us to run the jobs in the right order. Along with this, we also have the data pipeline and ETL automation, which helps various data engineering and analytic teams automate the Hadoop jobs and trigger downstream analytics after the data ingestion. All the ETL processes are managed better in terms of both data validation and quality checks. Additionally, the business-critical processes meet deadlines, for example, the ServiceNow data that we have to receive before 8:00 AM in the morning, or the month-end or quarter-end batch runs that need to happen, are done in a timely and accurate fashion.

“The job scheduling and sequential jobs have been the most important feature of all. The rsync specifically, where the cyclic jobs run every 15 minutes without any manual intervention, makes sure that the process is streamlined and does it without any manual intervention, which helps a lot.

“Along with this, end-to-end workflow orchestration, which is basically event-driven or file-driven, differentiates Control-M from any other basic schedulers. It is not just about running a job on a schedule, but it also enables complete business workflow from an application to multiple platforms and multiple environments. Dependency-based execution ensures that the previous job or the upstream job has completed before starting with the event, and multiple other conditions can also be set. The cross-technology enablement allows one workflow to span across multiple systems, from cloud services to databases to Unix and Windows, providing a single point of control for everything..”

Greeshma N

Lead Technical Manager at ANZ Banking Group

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Other Solutions Considered

I would recommend Control-M. We were also using Airflow, and there is a very significant difference in our workforce and environments when comparing the two solutions.

Verified user

Cloud/Devops Engineer at a media company with 201-500 employees

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“Regarding other solutions, Redwood was the only one I was familiar with. I saw a demo on that before 2010 when management was looking at maybe replacing Control-M..”

Dan Dernoll

IT Tech Infurstructure Engineer at CommonSpirit Health

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“Autosys has been used and is the closest alternative to BMC Control-M. There are other features and other products, but Autosys is the most used alternative. However, it is nowhere near what BMC Control-M has to offer..”

SomashekarSG

IT Consultant at a consumer goods company with 11-50 employees

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Compared to other vendors, Control-M has many features that are very helpful. The features are defined rather than broad level. We know there are many other solutions in the market, but we were previously using Azure Data Factory. Control-M has significant advantages in that it is simple to use, and anyone can operate it.

Control-M requires maintenance, but very little. Maintenance for Control-M is easier compared to other solutions. .”

Verified user

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Cloud/Devops Engineer at a media company with 201-500 employees

“The other alternatives that we previously used were mostly cron jobs and other system jobs. We briefly used IBM workload automation but did not proceed with that. We also used Jenkins with some plugins, but ultimately, we did not pursue alternatives such as AutoSys. I believe Control-M is hard to replace.

“The organization explored AutoSys and IBM workload automation before ultimately choosing to go ahead with Control-M..”

Greeshma N

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Lead Technical Manager at ANZ Banking Group

“I have personally used TWS as an alternative to Control-M.

I prefer Control-M over TWS.

The biggest difference between TWS and Control-M is that TWS has a poor user interface, while Control-M has an excellent user interface and alerting capabilities.

TWS requires monitoring on one page without navigation directions, whereas Control-M uses smart folders with parent and subfolders, maintaining a clear graph structure and allowing the creation of custom workspaces..”

ANWAR BASHA SHAIK

Lead Platform Engineer at Fifth Third Bank

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ROI

Real user quotes about their ROI:

“We don't have a metric for return on investment from a Control-M perspective. We are expecting to see some of that if at some point Control-M starts integrating AI features and AI functions into the application..”

Prodriguez Rodriguez

IT Manager at a retailer with 1,001-5,000 employees

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“I see a return on investment with Control-M. The other challenge we currently face is that they have started charging us, which is more of an enterprise-level decision, as they began charging us for each job run we have..”

Greeshma N

Lead Technical Manager at ANZ Banking Group

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“Regarding return on investment, training a resource on Control-M allows them to handle two or three clients at the same time, thus saving costs for the company and making it easier to train..”

Ambedkar Vardhanapu

Sr Analyst at a tech vendor with 10,001+ employees

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“Pricing for Control-M is on the costlier side when it comes to SaaS pricing. However, it does take off all the hassles of maintaining the Control-M server itself. This leaves us with only managing the agent part of it. It has pros and cons to that pricing feature, but it is on a higher side. Mostly in terms of ROI, the companies and stakeholders have that complaint..”

SomashekarSG

IT Consultant at a consumer goods company with 11-50 employees

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“For return on investment, we have experienced improved automation and reduced manual effort. In terms of operational efficiency, automation through Control-M has reduced manual overhead by around twenty to thirty percent, especially for routine batch job monitoring and scheduled tasks..”

Verified user

Software Engineer at a tech vendor with 1,001-5,000 employees

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“I think the benefit is very high. If a company does not have any budget constraints, they should definitely explore Control-M because it allows for end-to-end orchestration of the project without needing separate projects for the data pipeline and downstream applications such as reporting. All tasks can be accomplished using one product, providing significant value if budget constraints are not an issue.

“I find it cost-effective, but I am not fully certain about the overall ROI..”

Shubham-Agarwal

Manager Projects at Cognizant

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Use Case

“I predominantly use Control-M for file transfers through the SaaS version. BMC has recently added an enterprise feature for the SaaS version, and we are now using it mostly for the file transfer part and also the APIs, which has been our latest addition.

With my current project, the File Transfer Enterprise is the best use case for us in terms of secured transfers and how we can track the transfers and manage significantly more with the transfers we are doing. This is the best feature, considering the ROI as to what my current scenario was and what we have achieved with the enterprise feature..”

SomashekarSG

IT Consultant at a consumer goods company with 11-50 employees

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The core purpose of Control-M is automation, workload automation, and job scheduling. We use it for cross-platform services including clouds such as AWS and GCP, along with different databases. We are dependent on each service, which gives us a clear understanding of our architecture. Control-M is very easy to use and easy to monitor.

We migrated to Control-M from services including some databases and some cloud services.

“We use different scripts with Control-M following standard scripting practices. We also follow the agents approach by installing agents to our targeted machines. Additionally, we use the UI, which is very good. We log in using SSO. Control-M makes it very easy for ETL jobs, data pipelines, and everything else. .”

Verified user

Cloud/Devops Engineer at a media company with 201-500 employees

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“My main use case for Control-M is that my team is in charge of all the alerting and monitoring, as well as the scheduling and creation of all schedules within Control-M.

“The scheduling my team creates with Control-M serves all the IT audience within the company, so we have a mix of everything. Any need from developers, database administrators, or anyone from the infrastructure or development teams is handled, such as transferring files or updating databases. We deal with all requests within the company related to scheduling.

“Within my team, we have around 10 people using Control-M who are focused on monitoring and reacting to alerts, as well as creating all schedules and doing all scheduling work. Beyond that, we have developers, DBAs, and others who check Control-M to review the performance of their jobs and logs. We have around 50 people total, though I don't know the exact number..”

Prodriguez Rodriguez

IT Manager at a retailer with 1,001-5,000 employees

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“In my previous project, we were using Control-M, and we automated the data pipelines using SQL Server Agent jobs and created the Databricks workflow. We had some data available in SQL Server and some in Databricks, and because we had two systems, the orchestration process was completely different, and we were not able to manage or create a dependency because both tools were different. That is why we implemented Control-M in the past project and automated all the SQL Server jobs and the Databricks workflow using Control-M. By using a single platform, Control-M allowed us to create a dependency between the SQL Server and Databricks data. On the reporting side, we were using the Tableau dashboard as well, and for Tableau, we were using the extract to display the data. We were refreshing the Tableau extract using Control-M. In my last project, overall all the data pipelines including the Tableau extract refresh were done using Control-M.

“We expanded a lot because previously we were using multiple tools for the same orchestration purpose, such as Databricks workflow and SQL Server Agent. Now, we are using the same product or a single tool for multiple tasks, which is very helpful for developers as well as business stakeholders..”

Shubham-Agarwal

Manager Projects at Cognizant

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“Control-M is one of the scheduling tools where we can schedule the jobs overnight in contact center operations. I do not have any hands-on experience with Genesys Cloud CX. I have experience with Genesys on-premise. So far, I have not had an opportunity to work on the cloud. As of now, I'm working in one of the ANZ banks, which is located in Australia, where we are migrating from on-premise to cloud, and it is in progress. In the last quarter, they initiated the migration's first phase. It will take around two years to complete the migration. Until then, we are part of on-premise engage support.

With Control-M, I use it to automate jobs overnight. For example, if there is database purging, we will automate the job. We will set up the job in Control-M, and the job will initiate the process. Overnight, it will complete the process as per the schedule. To reduce manual work, we automate the scheduling jobs in Control-M. Not only in the database, there are a couple of Genesys jobs as well. CMI data processing and a few dialer jobs are placed on Control-M. This is for dialing processing to update the contact history data and calling list data. We will upload this data to the BH, and then to Control-M. Control-M will process the job as per the schedule, say eleven o'clock or eleven thirty. There are three schedules in the present environment. It will run automatically. If there is any patching on the Control-M servers or database servers on the end-user application side, we have to stop the applications and stop the job. Once the activity is completed, we will resume the jobs and reorder the jobs.

In my organization, Control-M is deployed on the cloud, and they recently migrated from on-premise to cloud. The console is the same, but where we are trying to access the application, we are using the CPC, the cloud environment variables. We try to launch the bank using Azure..”

RaghavarajuR

Technical Lead at HCLSoftware

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“I have been using Control-M for more than six years. Initially, it was mostly just monitoring the jobs, but now I also do some troubleshooting around that.

“My main use case for Control-M these days involves multiple jobs running in our contact center systems. We have multiple nodes to begin with, and some of them are responsible for maintaining the predictive dialer calling list for records sourced from multiple platforms. Along with this, we also have certain jobs deployed for our reporting purposes, where our databases are synchronizing with other Genesis databases. Additionally, we have multiple log archiving systems or jobs that have been deployed as well. We have some ServiceNow jobs that trace and manage the employee profiles, and then we have some speech-related Nuance jobs scheduled as well.

“One of the major use cases of Control-M that we use is our log archival process. This process integrates file movements with job scheduling and enables secure file transfer by using both FTP and SFTP file transfers. It triggers the job when the file arrives, and then it also validates the file completion and size before actual processing. So, in the contact center cluster, one of the jobs that we have is the Informat job that extracts the caller data from Informat and transfers it to various downstreams such as BIH or Connect Direct. Apart from this, we also have various SQL stored procedure purging jobs in Genesis, and there is one main, important Cassandra job that runs on the Cassandra nodes, selected for incremental backing up. The Pulse housekeeping, where the job runs and cleans the ECP snapshots every 30 minutes, is one of the major, significant jobs that we use. Along with this, we also have a cyclic job that runs every 15 minutes on each of the MCP nodes. Every 15 minutes, it resyncs the job, basically for the audio file resyncing that happens from one of the applications to a given directory. This means the most recent file that has been uploaded is put into all the MCP boxes every five seconds, and then the right announcement gets picked for the user to hear.

“The log job archival basically copies and archives all the Genesis log files for a period of retention given. It logs the files from site one to a specific site location and site two to another specific site location. This is not only in production; it is for all environments including Dev, SIT, and QA that we have. We have also automated that all archived log files older than three days are gzipped, and all these files will

be moved to a different archive location than the location that it has initially been sent to. It also makes sure that we are masking and the schedules are followed, which are not getting archived..”

Greeshma N

Lead Technical Manager at ANZ Banking Group

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

The deployment of Control-M was easier, and we received support from the Control-M team. The deployment of Control-M took approximately one to two months.

Verified user

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Cloud/Devops Engineer at a media company with 201-500 employees

“To deploy Control-M, I would say two resources would be sufficient for proper installation and defining architecture, security levels, and access control..”

Ambedkar Vardhanapu

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Sr Analyst at a tech vendor with 10,001+ employees

“I did not have the privileges for the complete initial installation and configuration of Control-M. I initiated our application jobs, where we initiate the scheduling of new jobs, making orders, progressive, and taking over from the monitoring phase. We can do that from a specific application cluster. For a complete installation, I think it would be easier. If we get control over things, it is easier for learning quickly..”

RaghavarajuR

Technical Lead at HCLSoftware

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“The biggest lesson I learned while working with Control-M is the importance of properly defining job dependencies and workflows during the initial setup. When dependencies are clearly configured, the automation runs smoothly and requires less manual intervention. It has also highlighted how valuable centralized monitoring is because it allows teams to quickly identify and resolve issues before they impact downstream processes..”

Verified user

Software Engineer at a tech vendor with 1,001-5,000 employees

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“The initial deployment of Control-M was straightforward. With the current SaaS version, there is a support window of 14 days or specific hours. It is straightforward and depends on who is going to drive the deployment. For my case, I was experienced with the on-premise version as well, so that seemed straightforward for me. However, for those coming in with lesser experience, it may take some time. The documentation is excellent, so it is straightforward..”

SomashekarSG

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IT Consultant at a consumer goods company with 11-50 employees

“The initial setup process was done by our infrastructure team. I worked as a developer to create jobs, but the actual setup was quite good and well-supported by BMC software.

“Our initial setup was completed with full support from the infrastructure team. After that, the workflow creation and job creation in Control-M were entirely managed by our developers..”

Shubham-Agarwal

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Manager Projects at Cognizant

Customer Service and Support

Technical support for Control-M is very good. The support team helps us considerably. Even when we were new to Control-M, they assisted us greatly with any integration issues or other concerns.

Verified user

Cloud/Devops Engineer at a media company with 201-500 employees

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“Control-M customer support has been good, but we have not had the opportunity to extensively talk to them because we have an in-house support team that we reach out to before contacting the actual BMC vendor..”

Greeshma N

Lead Technical Manager at ANZ Banking Group

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“I have not used customer support until now, as the monitoring and the management of Control-M is done by another team. However, the other team which currently manages Control-M has helped us a lot..”

Hemanthreddy Vakiti

Data engineer at a tech vendor with 10,001+ employees

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“I can raise a support ticket for BMC software whenever I have any technical issues, and they respond within a three-day SLA, providing full support.

“I would rate the tech support of Control-M as 8.5..”

Shubham-Agarwal


Manager Projects at Cognizant

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“We are not authorized to engage with customer support from Control-M. There are teams that do. Usually, if anything comes to us, we review it on our side. If there are any errors related to our application and if it is not, then we straight away engage with the Control-M team. They will reach out to the support team if required. Otherwise, if they have the knowledge to resolve it, they will resolve it..”

RaghavarajuR

Technical Lead at HCLSoftware

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“I have recently contacted the BMC Control-M technical support team.

They are top-notch in terms of speed and quality. Most of the time, any question starts with extracting the logs and providing them to the support team, and they go through that. If they are not able to resolve the issue, they take time and put it to the research and development team. Of course, it takes a while if it goes to research and development, but they make sure that the issue is resolved. That is something great about them.

I would give the support a score of nine. I would still like to rate them ten, but some cases do take a while to get the resolution..”

SomashekarSG

IT Consultant at a consumer goods company with 11-50 employees

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Other Advice

I give Control-M an overall rating of 9 out of 10. More than 30 developers are using Control-M in our organization. My relationship with BMC is more transactional in nature. We are currently customers, and we plan to become partners.

Verified user

Cloud/Devops Engineer at a media company with 201-500 employees

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“The biggest lesson I have learned from using Control-M is the importance of having a reliable and stable scheduler.

“My advice for others looking into using Control-M is that training is key to learning how Control-M works behind the scenes and in the scheduling part. I also advise looking for stability and implementing the HA environment.

“I would rate Control-M an eight on a scale of one to ten..”

Prodriguez Rodriguez

IT Manager at a retailer with 1,001-5,000 employees

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“The biggest lesson I learned from using Control-M is that it provides a single UI to monitor all jobs, making it much easier compared to my current project where I use Airflow, which involves managing multiple cron jobs across different tabs.

“We do not have any direct contact with BMC software, so I would not describe the relationship as transformative.

“I rate Control-M as nine because it simplifies complex data structures and pipelines..”

Shubham-Agarwal

Manager Projects at Cognizant

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“Control-M does require maintenance on our end. There are two different windows of maintenance. One is when the core technology, in our case SAP, is getting under maintenance window, so we have to pause our jobs and resume it later on. This is a critical window that prevents our jobs from being pushed into SAP. We have to pause it and resume it depending on the schedules and make sure that we resume it and do not miss any jobs. The other window is when our agent maintenance or agent infrastructure maintenance occurs, when switching from a primary to a secondary agent, routing it, and making sure nothing is lost in the transit. Those are the two maintenance activities we perform.

We have a team of seven today, with two of us as admins. We have three schedulers and two monitoring agents.

Our engagement is with BMC. I have been involved with getting the contract rolled in for my current client and getting into the core of the technicalities in achieving the job requirements. It has been both.

We achieved the project in a month's time with Control-M. We had a project of converting and migrating our jobs from SAP workload onto the Control-M scheduler. End to end, we took less than a month to get the agents installed on the SAP infrastructure and get these jobs migrated from the SAP workload. Overall, I give this product a review rating of ten..”

SomashekarSG

IT Consultant at a consumer goods company with 11-50 employees

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“With Control-M, I have learned that there are depending teams. Control-M is one of the best solutions. Each team has several jobs. Each application might have built the jobs. If there is any cycle, like patching windows, in the specific cluster, if our Genesys jobs are running on the cycle, those jobs might failover. There are dependency applications we have to engage with, and ask them to follow up.

Dependent applications might be impacted. It is a challenge to communicate with the vendors and collaborate with all the relevant application stakeholders and inform them to put their jobs on hold. If there are any jobs related to them, we have to engage with them and follow up to hold the process. Once the activity is completed, we have to roll back the application and resume the jobs. There are some challenges while performing the monthly cycle patching. They recently migrated to cloud, but we may not involve them in the cloud. That would be the best solution on the cloud. All those optimizations mean we may not need to follow up with communications. We will just inform them via email or inform all the restricted users and permissions. It is easy. Once the cloud is in place, these are all challenges.


Overall, there are challenges in communicating with internal and external teams and coordinating. That requires manual resources to follow up on every cycle patching. Before Control-M, I would use something that is easily accessible and can integrate with BMC Control-M. Rather than other solutions, I would prefer Control-M.

When I was deploying the applications, there would be a lot of permission relevancy. Based on those permissions, we have to engage with the admins, the Control-M team who have the privileged access. We ask them to join us on the deployments, and we try to gain the privileges. We take over from our application configurations. Once it is completed, they revoke the access. For change deployments, we gain privilege access, admin privilege access, from those who are authorized in the bank. We have specific teams. We cannot control their applications. Each team has their own privileges. Whatever we require, we usually ask them to provide the privilege access, and we will take it from there. Overall, we are not authorized in Control-M, for four years in the market. We are just on the application side; we are end-to-end Genesys operations. There are a couple of jobs in Genesys, and those we deploy in Control-M. From our Genesys applications end, we have a pretty good experience using Control-M, where we can schedule the jobs, run the jobs, and troubleshoot the jobs if required. I have this much knowledge about scheduling, monitoring, and troubleshooting the jobs. For the specific applications, each application is required for the specific operations,

permissions, and privileges. If I get the opportunity, we will go through it end-to-end. I have completed the certification, the initial Control-M certification, where we can gain access. I would rate my overall experience with Control-M a seven out of ten..”

RaghavarajuR

Technical Lead at HCLSoftware

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“The impacts that Control-M has caused for my organization have very visibly increased operational reliability. Before Control-M, most jobs were script-based, such as cron jobs, and there was a lot of dependency on manual monitoring. Until the jobs were reported as failed by the business teams, we would not have had visibility over them. Now with Control-M, we have an end-to-end workflow which is centrally managed. If a node has failed, it sends notifications, and there is a lot of error handling built in. There are multiple automatic retries, reducing human intervention. In terms of issue detection and resolution itself, we have dashboards configured that enable us to get alerted even before the businesses are impacted or the businesses report the impact, allowing us to solve issues proactively. This has also increased productivity improvement.

“When one of our reporting downstreams processes data and uploads it to our systems, it used to take an hour for the data to actually reflect. Businesses would notice missing data in the systems when they consumed the data. Now, within the duration when the job runs, it counts the number of rows we have, which means if the job fails, it is notified immediately within that 15-minute duration, helping us rerun the job. This means issues that were reported in an hour's time now get reported within the duration of the job running, which is within 15 minutes, leading to a significant improvement in how we see that the reports are being run.

“There is a huge user base in our organization, with about 3,000 users using Control-M. The levels of usage vary; some have read access and just view the jobs, while others perform deployments in terms of job scheduling and other tasks.

“We extensively use Control-M to schedule multiple banking-related jobs in varied fields, not just the contact center. We definitely intend to increase the usage.

“The biggest lesson I have learned from using Control-M is that it is a best-in-class workload automation platform, effective in building, scheduling, managing, and monitoring complex workflows, especially for critical applications such as DataOps and enterprise DevOps environments where reliability and SLAs play a major role. The cross-system orchestration matters significantly more than speed alone, as it ensures jobs run accurately and efficiently.

“My advice for others looking into using Control-M is that no matter how many systems you have, Control-M is the most competent and enterprise-scalable tool available. With various requirements, it is extremely reliable in monitoring and scheduling, making it an excellent choice. I would rate Control-M an 8 out of 10 overall..”

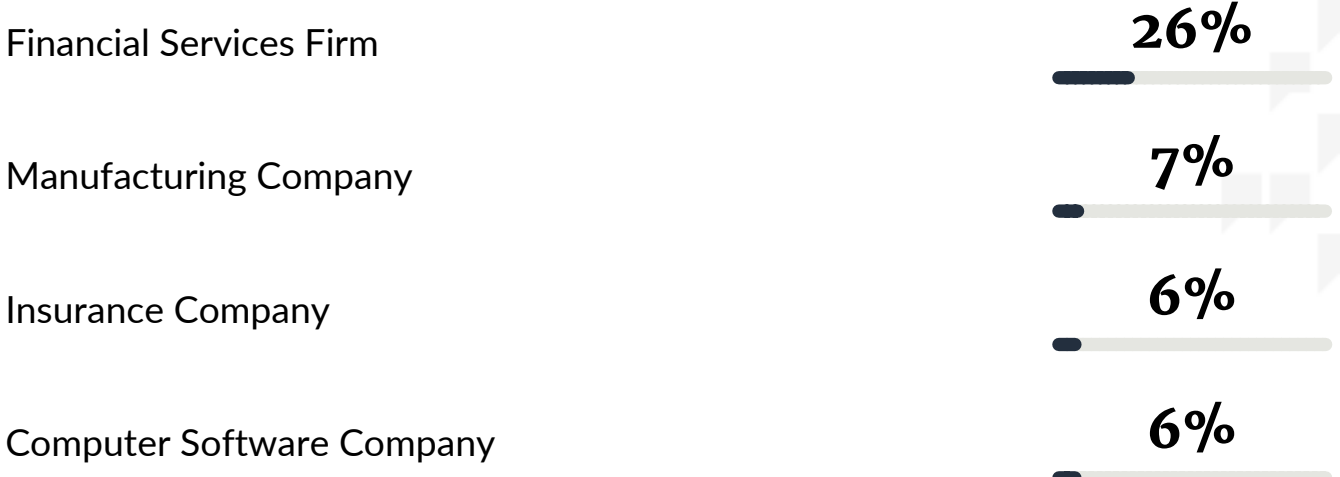
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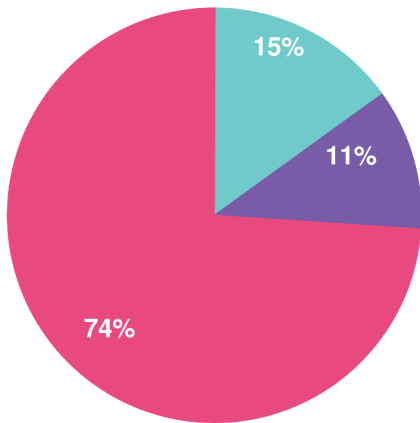
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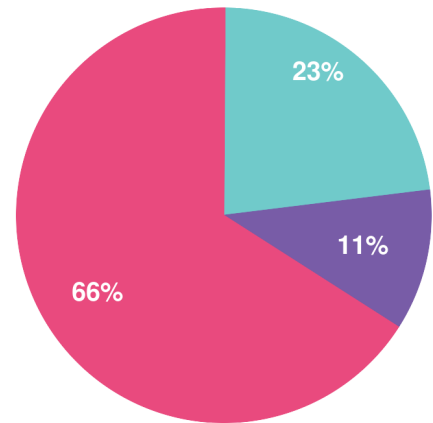


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