

CASE STUDY:

VERTALI ENABLES CRITICAL MAINFRAME UPGRADE FOR A MAJOR EUROPEAN FINANCIAL INSTITUTION

SUMMARY

A leading IT solutions provider contacted Vertali when its client, a European insurance group, required essential upgrades to ensure the continued delivery of mission-critical mainframe services.

CLIENT

With a presence in several countries, this financial institution is a long-established brand. "Without effective mainframe support, the company could not function," says Gary Dulon, Services Delivery Director, Vertali. With a decision taken to eventually move off the mainframe in one country, the company was required by its outsourcer in the short to medium-term to move from IBM® z14 hardware to a z16 mainframe, the technology's latest iteration. This would help to reduce costs.

CHALLENGE

"There were different levels of operating system and software in different parts of the business," Gary continues. "Some countries were more up to date than others. The location we were supporting had not kept up, as its intention was to get off of the mainframe, but that hadn't happened. The current operating system would no longer work, and had to be upgraded, together with all ISV software and the IMS subsystems. We looked at what they had to do for other IBM software, too, which included upgrading the CICS® Transaction Gateway." MQ and Db2 did not require upgrading to the level demanded: "The aim was to take them to the lowest and easiest level so they could get onto the new hardware."

VERTALI SOLUTION

Two separate workstreams involved upgrading ISV software (excluding BMC), and upgrading IBM operating system and subsystem software. Vertali deployed the same team of consultants for all, with

- ◊ European insurance group
- ◊ Complex cross-border IT environment
- ◊ ISV and IBM software and OS upgrades for mission-critical mainframe services
- ◊ Enabling hardware migration for continuity and cost reduction

BMC products handled by the partner that had involved Vertali - with all delivery managed by a Vertali project manager. The team drew on a variety of skills and included a z/OS Systems Programmer, IMS Systems Programmer, and Gary Dulon on the implementation side.

All work was performed remotely, and had to be completed within a five-month time scale. However, with the project running on time, it emerged that the outsourcer's z16 was not yet ready. With this delay suiting the client's resource requirements, the Vertali team remained available to provide support during the final stages of implementation. Project completion saw the main production LPAR z/OS 2.3 and IMS 15 implementation and application testing successfully concluded, and production status reasserted.

"Following the first successful day of service, I was pleased to send our heartfelt thanks to Vertali," said the Head of Infrastructure for the institution's service platform. "They were intense months, full of unexpected events, but thanks to Vertali's competence and perseverance the project was ultimately successful."

Gary Dulon, Services Delivery Director, says:

"We were delighted with the outcome, and have already discussed the possibility of future projects with this client."



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