

CASE STUDY:

VERTALI SUPPORT SERVICES HELP A MAJOR RETAILER TO ENSURE SYSTEMS AVAILABILITY AND PLAN FOR MAINFRAME MODERNIZATION

SUMMARY

System z Support Services enable this leading online retailer to reduce risk while benefiting from assured BAU services and the delivery of value added projects.

CLIENT

Recognised for providing affordable products, ranging from womenswear, footwear and health and beauty to the latest tech and homeware, this successful online retailer is a longstanding mainframe house. Its business operations depend on the smooth running of System z.

CHALLENGE

When its incumbent provider of support services decided to exit the mainframe market, the retailer began the search for a more proactive and engaged partner. It also faced issues with key staff leaving, taking with them many years' experience and in-depth knowledge of the mainframe, so posing a potential risk to core services. The overall objective was to improve its operations and reduce risk, with accountability for systems availability and maintenance from a provider that could continually track and report on activity to strict Service Level Agreements (SLAs). Vertali was asked to submit a proposal.

VERTALI SOLUTION

We provide wide-ranging System z Support Services remotely via our Shared Services team. This includes completing BAU tasks, managing the daily operations of mainframe systems, together with consulting, advice and guidance on mainframe modernisation.

The client has a dedicated Service Delivery Manager (SDM) who oversees all activity and provides a central point of contact and accountability for requests, changes, projects and escalations. Tasks covered by the service include:

- 24/7 Out of Hours Incident Support
- Incident Management
- Disaster Recovery Support
- Software upgrades and testing

- Major online retailer
- Wide-ranging System z Support
- From BAU to 24/7 OOH Incidents and DR
- Dedicated Service Delivery Manager (SDM)

- Software problem determination and resolution
- Managing mainframe network configuration, SNA and TCP/IP
- Application of z/OS RSU fixes
- RSUs for CICS/MQ/Db2
- Supporting Mainframe Outage Slots, Shutdown and Restart
- z/OS RSU Maintenance Review
- Managing Mainframe Software Inventory

Continuous service assessments, Monthly Reports and Quarterly Reviews provide transparency and help to ensure the client's many and varied requirements are met. Vertali also provides an interface to Operations, Development and Management to help ensure the efficiency of the environment meets business needs, as well as providing further input for continuous service improvements.

The retailer's IT Infrastructure Manager says, *"As a busy mainframe environment with a considerable programme of tactical and strategic incentives relating to our corporate IT and infrastructure, we don't always have the in-house resources that we need. Vertali provides us with fast and easy access to the expertise and flexibility that we need to augment our in-house teams."*

"This service mitigates the risk of a single point-of-failure within the client's team," adds Linda McGrath, Vertali. "It included briefings with a departing consultant to record all relevant information and BAU tasks, so ensuring seamless continuation of services. The client regards Vertali as an integral extension of its in-house team, and we're continuing to strengthen our partnership."



For more information on Vertali's services, call (0)1527 868380 or visit www.vertali.com