

CASE STUDY:

VERTALI MANAGES A GLOBAL INSURER'S MULTI-COUNTRY MAINFRAME ENVIRONMENT



SUMMARY

In a landmark managed services agreement, Vertali is providing end-to-end support for a global insurer's complex mainframe infrastructure.

CLIENT AND PROJECT

Vertali partner Stratos is a well-established IT consultancy with a strong European presence in banking, insurance, manufacturing and telecoms. The end client is among the world's largest insurance companies, with data centres across Europe comprising 45 LPARs including GDPS. Vertali managed services and system z support including BAU, out-tasking, consulting and more are part of a new insourcing approach for the insurance provider.

CHALLENGE

The insurer had a long-term outsourcing agreement with a well-known provider. However, due to costs rising considerably, the client wanted a more effective long-term solution to meet its wide-ranging mainframe needs while reducing costs and risk. It settled on an insourcing approach: retaining ownership of its mainframe infrastructure in-house while operations and services are enabled by a joint Stratos/Vertali team.

- ✧ Global insurance group
- ✧ Mission-critical multi-country infrastructure
- ✧ Managed services, remote system z support
- ✧ Peace of mind for BAU and continuous improvements
- ✧ From rising outsourcing costs to low-risk insourcing

VERTALI SOLUTION

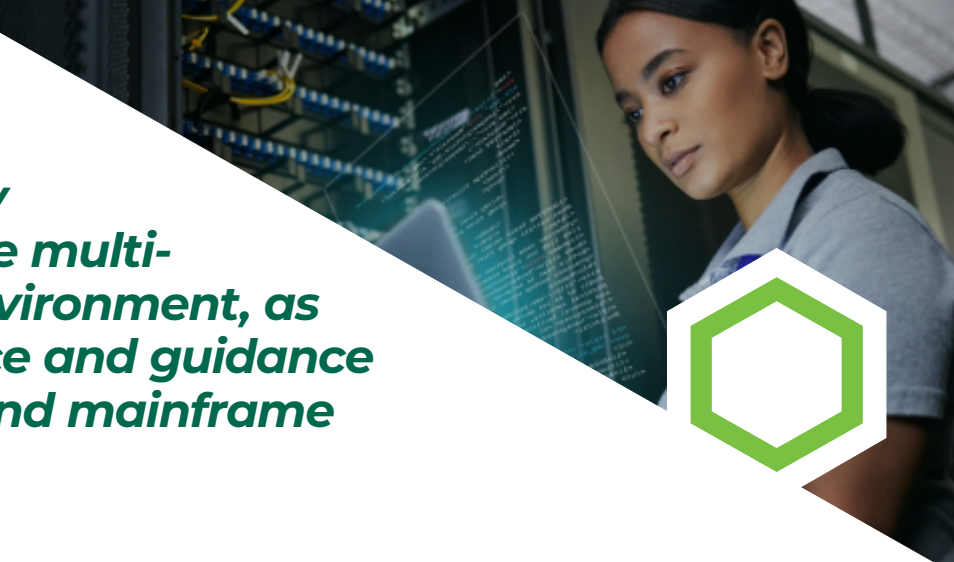
Vertali provides end-to-end system z support remotely via its UK-based Shared Service Team, alongside Stratos resources. The inclusion of several consultants avoids the risk of any single point-of-failure in delivery.

Vertali appointed a dedicated Service Delivery Manager (SDM) to oversee activity and to provide a central point of contact and responsibility for changes, projects and escalation. Service provision includes out-tasking, skills and resources across multiple areas.

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



“The team is enabling the smooth day-to-day running of an extensive multi-country mainframe environment, as well as providing advice and guidance on strategic projects and mainframe modernization.”

Mainframe service management including:

- ◻ Day-to-day management and BAU tasks.
- ◻ SDM tasked with resource management, ensuring SLAs are met, and other tasks such as service reporting and reviews.
- ◻ Incident management.
- ◻ SLAs include agreed response and agreed workaround or resolution times.
- ◻ Monthly reporting, together with monthly service reviews in partnership with Stratos.
- ◻ Interface to Operations, Development and Management teams to ensure the efficiency of the environments meets requirements, and to support continuous service improvement.

Mainframe technical services including:

- ◻ Resolution of ServiceNow incidents, requests and changes.
- ◻ Hardware and software upgrades and testing.
- ◻ Software problem determination and resolution.
- ◻ Managing mainframe network configuration, SNA and TCP/IP.
- ◻ Review and application of RSU fixes.

- ◻ Consulting, advice and guidance on projects and best practices
- ◻ Managing the mainframe software inventory.
- ◻ Software product evaluations.
- ◻ Disaster recovery support.
- ◻ Supporting mainframe outage slots, shutdown and restart.
- ◻ Out-of-Hours (OOH) Incident Support.

BENEFITS: PEACE OF MIND, CONTINUOUS IMPROVEMENTS

The team is enabling the smooth day-to-day running of an extensive multi-country mainframe environment, as well as providing advice and guidance on strategic projects and mainframe modernization. Working closely with Stratos, the objective is to improve and optimize the insurer's mainframe operations. The client benefits from high levels of quality and accountability in service provision, including assured service levels for systems, availability and maintenance, alongside regular service reviews and tracking to drive continuous improvements.



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