

CASE STUDY:

UK MANUFACTURING COMPANY SELECTS VERTALI TO MANAGE ITS CORE MAINFRAME SYSTEMS

CLIENT AND PROJECT

The client engaged Vertali to provide a Managed Service for the support and ongoing operation of its z/VM, Linux on Z, and MQ infrastructure. This partnership was established to eliminate existing single points of failure and implement a resilient, scalable support model, leveraging Vertali's broader team of experienced specialists.

CHALLENGE

The client's existing z/VM, Linux on Z, and MQ environments were managed by a single in-house expert who was nearing retirement and gradually reducing his working hours. This created a significant single point of failure for critical infrastructure and raised concerns around system availability, knowledge continuity, and adequate support coverage, particularly for incident response and business-as-usual (BAU) operations.

Furthermore, the client required 24/7 support and structured service reporting - needs that could no longer be sustainably met within its existing resourcing model.

- Removed single points of infrastructure failure
- Delivered 24x7 incident support & coverage
- Improved operational resilience & availability
- Provided structured service reporting & reviews
- Enabled scalable, best-practice support model

VERTALI SOLUTION

Vertali proposed a Managed Service, which included a detailed Knowledge Transfer (KT) and Service Transition phase, followed by ongoing support and service management of the z/VM, Linux on z, and MQ environment.

A 4-week transition period was undertaken with the incumbent consultant to ensure an effective transfer of operational knowledge. The transition was structured into three key phases: **Continued >**



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Assessment of existing services

An initial review was conducted to identify and document current operational tasks and responsibilities, providing a clear baseline for service transition.

Definition of the new Managed Service

Vertali collaborated with the client to define the scope of services to be delivered, including a detailed outline of operational tasks, delivery methods, and access requirements necessary to support ongoing service delivery.

Transition documentation

A comprehensive Transition Report was produced, capturing the full scope of the new Managed Service, improvements to existing operational tasks, and a RACI matrix detailing roles, responsibilities, and ownership across all activities.

The RACI matrix serves as both a day-to-day operational reference and a performance management tool, promoting clarity, accountability, and alignment between both organizations.

**Z/VM, LINUX ON Z, AND MQ
MANAGED SERVICE**

Vertali's Managed Service model is built around five core service components:

- Service Delivery Manager (SDM)
- Day-to-Day Support (BAU Tasks)
- 24x7 Incident Support Service
- Monthly Service Reports
- Support Documentation, Run Book, and Support Processes

Through the implementation of Vertali's Managed Service, the client achieved:

- Elimination of single points of failure in its infrastructure support
- Increased operational resilience and availability through access to a broader skillset
- Improved incident response times with 24x7 support availability
- Clear visibility and control over service performance via structured reporting and reviews
- A scalable support model aligned with industry best practices



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