

CASE STUDY:

VERTALI MANAGED SERVICE KEEPS A MAJOR UK RETAILER'S Z/OS SYSTEMS RUNNING SMOOTHLY

SUMMARY

A major global IT services and consultancy company turns to Vertali to manage the mainframe for one of the UK's largest and best-known retailers.

CLIENT (OUTSOURCER)

A global IT services and consulting company that provides technology, digital and business process solutions to enterprises worldwide.

END CLIENT

A top tier retail giant whose stores are the lynchpin of many high streets across the country, with operations across both department stores and supermarkets.

CHALLENGE

The outsourcer oversees the end client's mainframe environment, with in-house staff covering z/OS, Db2, and security responsibilities. Daily mainframe operations and out-of-hours (OOH) incident support were provided by a third-party vendor. However, the end client was dissatisfied with the service and support from this vendor and requested that the outsourcer explore alternative providers to support its mainframe.

- Major UK retailer
- Seamless takeover, zero downtime or disruption
- 24x7 mainframe systems availability
- Shared model eliminates single points of failure
- Integrated team with dedicated service management

The end client's mainframe operations needed reinforcement to sustain high availability and operational efficiency. The outsourcer asked Vertali to take over the z/OS support service from the incumbent and streamline support operations. The engagement faced several critical challenges, including the need to commence services immediately without any notice period for knowledge transfer or service transition, ensuring uninterrupted 24x7x365 availability of the end client's mainframe systems.

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



“For the first time in years, I woke up this morning knowing our mainframe is in safe hands”

Program Director, Major UK Retailer

VERTALI SOLUTION

Vertali's augmented Managed Service offering provided the client with confidence that existing roles would be preserved, while Vertali seamlessly integrated with the in-house team to deliver sustained, long-term support for the end client's systems.

Vertali proposed an immediate mobilisation of z/OS systems programming support in a 'lights-on' mode for the first eight weeks, leveraging previous experience with the end client to ensure a seamless transition. Following this initial period, Vertali provides a full-service z/OS Systems Programming Support Service, delivered remotely by a shared service team, with multiple consultants and a dedicated Service Delivery Manager (SDM).

Highlights:

- Enabled immediate commencement of service with zero downtime risk
- Ensured 24x7x365 mainframe availability
- Eliminated single points of failure through a shared team model
- Maintained alignment with client/end client's contractual obligations
- Provided structured governance with monthly reporting and a dedicated SDM for escalations

With a dependable succession plan in place, Vertali can seamlessly take over the responsibilities of any team member who retires, ensuring continuity as part of the core service offering.

Both the outsourcer and end client now regard Vertali as an integral extension of the in-house team and we're continuing to strengthen our partnership.



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