

CASE STUDY:

VERTALI PROVIDES MAINFRAME MANAGED SERVICES FOR GLOBAL BUSINESS SERVICES PROVIDER

SUMMARY:

Vertali is delivering essential mainframe skills and support for this international group's document solutions business.

CLIENT AND PROJECT

This global organization provides its clients with multi-channel marketing services, data analytics, transactional communications, creative services, workplace solutions, and business process outsourcing. Operating in 20 countries worldwide, the group inherited an IBM mainframe system that is used to support its document solutions business.

CHALLENGE

The company's mainframe was outsourced for several years to an external provider but was brought back in-house in 2024. The systems were back-level and the company had limited in-house mainframe expertise. A quick-fix solution was engaging two contractors to help bring systems up to supported levels. For the longer-term, the company wanted a trusted partner to take over management of the z/OS system for 24 months while its own team continued a programme to migrate off the platform.

VERTALI SOLUTION

Vertali was approached in mid-2025, alongside several major mainframe managed service providers. Vertali presented client references for other similar MSP contracts and demonstrated that it had the resources, scale and capability to manage this important business asset. The client timeline was tight: contracted resources would become unavailable within a few months, and it wanted to appoint a new provider as soon as possible. Once the managed services contract was agreed, knowledge

- ◊ Global business services (document solutions) provider
- ◊ Mission-critical mainframe platform
- ◊ z/OS mainframe managed service including security management
- ◊ Proven people, peace of mind for BAU
- ◊ Essential support for two years ahead of mainframe migration

transfer began the following day and the Vertali service was live within three weeks.

A dedicated Vertali Service Delivery Manager (SDM) oversees activity and gives the client a central point of contact and responsibility, providing governance through service reviews and reporting. Monthly Service Reviews cover incident management, service requests, change, problem management, capacity reporting, third-party support and maintenance, and escalation management, services and support including:

- ◊ **Production support:** scheduling operational activities, regular housekeeping of the system and maintenance activities; start, shut down and restart systems as required; co-ordinating the recovery of the service and its components to a known/consistent state prior to the occurrence of a failure.
- ◊ **Security management:** managing the environment in accordance with security baselines; implementing, maintaining and enforcing security policies; testing; managing related security incidents and changes; supporting ad hoc PCI and internal audits; and managing joiners, movers and leavers processes for user accounts and system permissions.

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For more information on Vertali's services,
call +44 (0)1527 868380 or visit www.vertali.com



“We chose Vertali because they were able to clearly demonstrate their technical expertise on the mainframe platform, and because our Procurement team found them both flexible and responsive during commercial and legal negotiations”

Head of Networks

- ⬢ **Managed mainframe environment:** providing support for the mainframe OS and third-party applications; maintaining an automated batch planning environment; and managing interactive data processing and application development tools.
- ⬢ **Hardware:** configuring mainframe capacity - general and special purpose processors, internal memory, I/O channels, OSA adapters; and maintaining devices on a break/fix basis with OEM partner provided by the client.
- ⬢ **Software:** managing the lifecycle of agreed products; corrective maintenance as agreed; updating license keys; and providing second-level support for software errors.
- ⬢ **System administration:** providing reactive maintenance; installing and testing maintenance patches on installation environment; and distributing maintenance patches.
- ⬢ **Backup management:** backing up data based on client specifications; system data backup; tape management for backed up data; and performing data restore at client request.
- ⬢ **Disaster recovery:** maintaining the DR infrastructure; one annual full DR test; participating in DRP testing as requested by the client; and providing on-call support for other IT service DR testing outside primary annual DR test for mainframe services.

BENEFITS

The Vertali team is enabling the smooth day-to-day running of the mainframe environment. The client is benefiting from high levels of quality and accountability in service provision, including assured service levels for systems, availability and maintenance. Depending on how rapidly the client migrates from the mainframe, Vertali services may be extended beyond the current end date.



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