



B & M helps improve system performance and delivers knowledge transfer at a major global bank

B & M was asked by the group IT function of a major global bank to help support system performance, maintain software and deliver Service Level Agreements (SLAs) on its mainframe platforms. During the project, the bank achieved a record number of 'green' weeks, when the system ran without any major incidents.

Project Objectives

- To ensure that SLAs are met on the resolution of problems and maintenance of records of incidents and changes
- To maintain software to current versions, to ensure optimum levels of support and to reduce the risk of software failure
- To ensure system performance and availability and deliver the levels of service expected by the customers.

Project Tasks

- To complete problem and incident records to comply with SLAs
- To raise, manage and perform necessary system changes
- To monitor system performance and availability, and to resolve system issues when required
- To diagnose and repair system faults
- To maintain systems to prevent impact from known issues
- To install and implement new software releases to ensure currency, preventing exposure to new faults and implementing new functionality
- To provide a consultancy service to other mainframe technicians on the implementation and use of the system
- To provide input to Best Practice guidelines, using experience gained from other projects in similar sectors.

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B & M Europe

B & M has specialised in delivering skilled ICT specialists to meet the needs of leading organisations throughout Europe since 1992. We focus exclusively on providing consultancy, technical services and support for z/OS, UNIX and Linux enterprise systems, including third-party systems software, open systems and networking connectivity. We add real value for HR and IT professionals by taking the time to understand their needs and applying best practice methods to deliver results.

Duration

The project took fifteen months to complete.

Results

- B & M helped to maintain the SLA for the mainframe systems and contributed significantly to a record number of concurrent 'green weeks' at the bank, where service is maintained without major incidents
- Any incidents or problems arising during the contract period were resolved swiftly
- B & M led the installation and migration of a number of software products, including overseeing the roll out of updated configuration management software designed to improve subsequent modifications
- B & M's specialist raised and maintained all of the IPL change records for the entire year
- B & M reviewed the usage of auxiliary storage across all systems and produced recommendations on its setup, including the implementation of automated monitoring
- The specialist provided advice and assistance to technicians from a range of disciplines including Storage Administration, CICS and DB2 on the identification and implementation of changes.

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