



## **B & M delivers improved availability for motor insurance arm of a major bank**

**B & M was asked to improve the availability of a core system that supports motor insurance applications for a major bank.**

**B & M's specialist identified the cause of regular slow-downs and outages which had been beginning to affect the business and was able to design a solution to improve performance and responsiveness.**

### **Project Objectives**

- To improve the availability of the core motor insurance system
- To deliver more consistent response times
- To improve resource deployment by significantly reducing the need to use a labour-intensive, fallback manual system.

### **Project Tasks**

- To identify the causes of regular slow-downs and outages in the motor insurance system and devise appropriate solutions
- To identify programs to be recoded and recommend how this should be done
- To propose a CPSM workload management strategy that enables greater transaction throughput and better resilience
- To define a timeout value for off-host transactions to prevent these impacting the core motor insurance system
- To ensure Sarbanes-Oxley compliance.

B & M Europe Ltd  
Whitehouse Farm  
Silchester Road  
TADLEY  
RG26 3PY  
UK  
+44 (0) 118 981 1880  
[www.bmeurope.com](http://www.bmeurope.com)

### **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 three months to complete.

### **Results**

- Availability and throughput of the motor insurance system has been improved and end users no longer experience 'system freeze'
- There is more consistency in CICS response times
- Resource deployment has been improved as the manual system is now only used for genuine emergencies, rather than on a regular basis
- Improvements have been implemented in above-the-line storage
- The in-house applications team gained new knowledge and skills
- A new solution was delivered that can be maintained by in-house IT professionals.

B & M Europe Ltd  
Whitehouse Farm  
Silchester Road  
TADLEY  
RG26 3PY  
UK  
+44 (0) 118 981 1880  
[www.bmeurope.com](http://www.bmeurope.com)