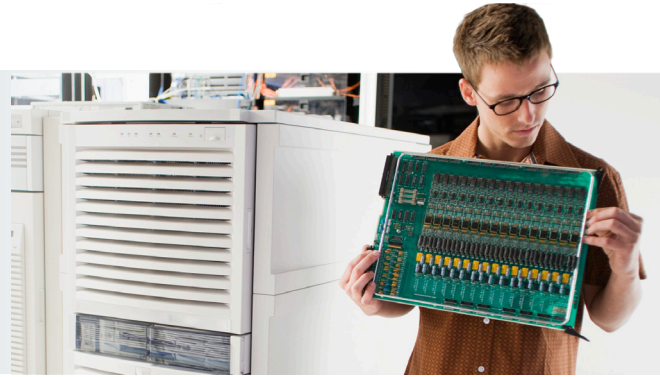


Case Study:

Data Center Operations



Through process improvement and productivity initiatives, CDI saves an average of 18% per year for eight years.

Client Description:

A multinational computer technology and consulting corporation which manufactures and sells computer hardware and software, and offers infrastructure services, hosting services and consulting services.

Background:

Our client is one of the foremost service providers of Data Center Operations for their commercial services clients to run applications that support the core business and operational data of an organization. Systems consist of a combination of proprietary, internally-developed applications and enterprise software vendor procured applications such as enterprise resource planning (ERP) and customer relationship management (CRM). These applications are composed of multiple hosts, each running a single component with common components being databases, file servers, application servers, and middleware.

Business Issue:

Our client is continuously challenged by the competitive effects of participating in a global marketplace. As part of their business model, they rely on partners to provide qualified staff to deliver services to its internal and external customer constituency. One of their services groups needed a professional business partner to provide exceptional 24x7x365 support for their mainframe console and batch processing operations at a cost-competitive price with a capacity and effectiveness similar or better to their own delivery of these services. The mission-critical nature of this group required certified computer operations professionals located at 3 geographically separate Command Centers in the Northeastern United States to provide support with virtually no allowance for service disruptions.

CDI Solution:

CDI quantified key operational workload drivers, reviewed existing process and procedures and mapped all hardware and software tools and batch schedulers to service over 32 commercial accounts and over 80 different systems at the various "command center" sites. This allowed CDI's Program Management Team to architect an initial delivery team approach that included skill mix, capacity and a deployment schedule to meet the required service level agreements for daily system support, change management, account transition management and business continuity & recovery testing.

After the initial delivery team was established, analysis of process and procedure was able to take place, and a more intimate knowledge gained. Applying both data center industry standards and CDI proven practices, we recommended and facilitated a continuous implementation of operational improvements that enhanced the effectiveness and productivity of the Command Center operations.

Other special productivity initiatives focused on automation of a variety of standard operations activities or regularly run routines. Additional projects focused on restructuring of the workload presentation and flow to increase the utilization of operator capacity.

Results:

Continuous incremental process improvement efforts led to a 3 to 8% per year increase in productivity or cost savings since 2000. Other special productivity initiatives led to productivity or cost savings of 10 to 15% per year.

Effective, cost-competitive and continuous improvements solidified our partnership with our client, resulting in our client's ability to compete more effectively in the global market through high customer satisfaction, customer retention and the growth of other vertical market channels.

Our contribution was of such high value that our client further engaged us to manage their mainframe, distributed, e-business and midrange monitoring operations at their 8 "command center" operations located throughout the continental United States. Additionally, CDI has been awarded production support of the client's mainframe and distributed platform.

Technologies Used:

- MVS/TWS
- CICS
- JCL
- DB2
- IMS
- VTAM
- CA-7/11
- CA-Scheduler
- Zeke/Zebe
- OPC
- Jobtrak
- Beta-42
- Manage Now
- Lotus Notes