

Case Study:

# Managed Staffing



CDI's creative sourcing and recruiting approach identifies hard-to-find talent for client's custom application, allowing our client to confidently migrate incumbent resources to corporate-wide ERP project.

**Client Description:**

One of the world's largest industrial distributors of electronic parts, enterprise computing and storage products and embedded subsystems.

**Background:**

Our client's core supply chain legacy application developed by in-house resources provided the ability to:

- Quote, book, ship and bill customer orders
- Procure, receive and manage inventory
- Maintain master data used to support transaction processing
- Maintain and export data used by other systems via application programming interfaces (APIs)

The future state is for SAP to replace many of the client's legacy applications providing a uniform way of doing business. The legacy supply chain application would be impacted by this SAP project.

In order to transition incumbent Business Analysts and Subject Matter Experts to the SAP project, our client needed to find qualified replacements to backfill them to provide maintenance and support of the existing application. Central to the ability to support and maintain this application is a working technical knowledge of the COBOL generator, TELON, upon which the infrastructure is dependent. The issue with backfilling the TELON is that this skill set is not readily available in the market place.

CDI was approached to find suitable TELON candidates allowing our client's internal technical resources to migrate to the SAP project.

**Business Issue:**

Our client's goal was to transition its business from legacy mainframe systems to SAP while causing little or no impact to the productivity of the business. The challenge was two-fold:

1. Ensuring the incumbent Business Analysts and Subject Matter Experts were available to define and design the new SAP processes and environment, including data conversion into SAP.
2. Keeping the mission-critical legacy application running on a day-to-day basis, answering business queries and making continued enhancements (both for compliancy reasons as well as for reasons where immediate ROI could be realized).

The legacy application needed to be available 20 hours per day, 5 days a week to meet the requirements of the international business community. Furthermore, this application had 5,000 online users worldwide, using 700 online screens and processing approximately four million transactions per day.

Behind the scenes, four-to-five million line items were processed per year - both online by the business community and also in the background by the 60+ real-time batch interfaces.

**CDI Solution:**

TELON candidates were scarce. Thinking out-of-the-box, CDI looked internally to its own Application Center in Phoenix, where support and development projects had been carried out over many years for several mainframe customers. Within the Phoenix Application Center, a number of CDI employees possessing the requisite TELON expertise were

identified. Similarly, in Phoenix's sister Application Center in Cross Lanes, West Virginia, additional TELON capabilities were found.

Having the ability to meet our client's need from in-house resources, CDI approached the client with a solution whereby TELON resources would be ramped up as the Phoenix and Cross Lanes resources freed up from their current projects.

A Statement of Work was written within which CDI would provide the client with a specified number of hours of TELON talent per month, based out of both the Phoenix and Cross Lanes Application Centers. Furthermore, CDI's support model had to meet the requirements of the application being up and available 20 hours per day, 5 days a week, in order to meet the accessibility requirements of the international business community.

#### **Results:**

CDI has provided the client with its desired TELON talent pool from our Phoenix and Cross Lanes Application Centers. CDI successfully transitioned TELON resources from other customer mainframe engagements providing our client with the legacy application support it needed to allow its own incumbent talent to transfer their focus to the SAP initiative.

Throughout the process, CDI resources gained a thorough understanding of the legacy application and became a critical component of the support organization, understanding all application nuances, subtleties and infrastructure.

The quality of the work performed by the CDI resources has led to the extension of CDI's support team four times.

#### **Technologies Used:**

- COBOL
- TELON
- IMS DB/DC
- JCL & MVS Utilities