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Technology for a **Changing World**

Application Management & Maintenance Case Study

Large Scale Application
Maintenance Made Simple
With Scintel Solution for
Large Scale Retailers
Logistics Business Unit

THE ENGAGEMENT:

A leading retail corporation's Logistics Business unit wanted to contain the costs associated with maintaining and running applications and to increase scalability for anticipated growth in production batch and transaction needs.

The Business Unit want to optimize MIPS and DASD usage.

BACKGROUND:

Through its subsidiaries, this upscale retailer operates hundreds of department stores throughout the United States.

Through retail storefronts, in malls, and in its internet site, this retailer sells merchandise ranging from men, women and children's clothing to cosmetics and fine jewelry to home furnishings and accessories.

This retail giant boasts more than 100,000 employees.

CHALLENGES:

The Logistics BU ran applications on a number of legacy systems including IBM Mainframe OS390, COBOL, ICL, DataCom, DB2 and EDI.

The client server ran Oracle, UNIX, VBasic and Crystal Reports as web applications, so migrating systems proved very complex and required a high level of skill and expertise.

SOLUTION:

- Scintel accepted the project on short notice and employed an incremental expansion strategy to gradually acquire support for the entire Logistics BU.
- Scintel employed a 24/7 model that leveraged 70% offshore resources to contain costs.
- It also added extensive SOX documentation procedures that the client was introducing into its existing Support and Development methodologies.

BENEFITS:

- In time, all permanent root causes were resolved resulting in efficiency, predictable on-time SLAs and reduced operations and system processing costs.
- The long list of service issues – 175 at one point – has been reduced to less than 30 at any given point in time.
- Existing purge processes have been monitored to free up DASD, which, in turn, reduced peak-time operations time thus reducing MIPS as well.

THE CLIENT:

Information Technology

INDUSTRY:

Retail & Logistics

BUSINESS NEED:

- Migrate Logistics BU applications running on legacy systems (IBM Mainframe OS390, COBOL, ICL, DataCom, DB2 and EDI) to client (Oracle, UNIX, VBasic and Crystal Reports as web application)
- Migrating systems proved complex
- High expertise required for the migration

SCINTEL SOLUTION:

- Added extensive SOX documentation procedures that the client was introducing into its existing Support and Development methodologies
- Employed an incremental expansion strategy to gradually acquire support for the entire Logistics BU
- Employed a 24/7 model