



Mindtree

Welcome to possible



Production and migration support for a leading financial services corporation

SUCCESS STORY

Client

A leading US multinational financial services corporation

Industry

Banking and financial services

Offering

Application development and maintenance services

Overview

Our client, a leading US multinational financial services corporation, required 24x7 production support for users spread across five continents, eight regions, seven time zones and 22 countries. Mindtree undertook complete production support and enhancement services for mission-critical credit cards system and enabled end-to-end processing to support 18 million retail and corporate credit card customers.

More than three changes per day was resulting in 1300+ changes annually from development team, leading to increase in the complexity of the system

Business challenge

- The client applications consisted of 8500 jobs, 4375 programs, and 829 CICS screens which required 24x7 support coverage for users across five continents, eight regions, seven time zones and 22 countries. The inventory of the application was distributed across regions (as mentioned in the table below), making the application a very complex one.

| COUNTRIES | BATCH START TIME (IST) | BATCH END TIME (IST) | Support Hours |
|---------------------------------------------|------------------------|----------------------|---------------|
| AU, NZ | 05:30 PM | 06:00 AM | 12:30 |
| HK, JP, TW | 08:30 PM | 00:30 AM | 04:00 |
| SG, IN, TH, MY | 10:30 PM | 02:30 AM | 04:00 |
| BR | 09:00 AM | 03:30 AM | 06:00 |
| MX | 11:30 AM | 05:30 PM | 06:00 |
| UK, DE, ES, FI, FR, BE, IT, AUSTRIA, GE, NL | 02:30 AM | 08:00 AM | 05:30 |
| CA | 09:00 AM | 06:00 PM | 09:00 |

- Along with production support, Vision Plus source had to be upgraded to the latest version. The existing application's job scheduler supported migration from 'JOBTRAC' to 'Control M'. The Mainframe technical stack in this application comprised of Vision Plus, JCL, DB2, COBOL and IMS, Web interface through MQ
- More than three changes per day was resulting in 1300+ changes annually from development team, leading to increase in the complexity of the system
- Addition of new markets resulted in increase in post conversion of IMR counts
- High application processing volumes:
 - Over two million transactions were processed each day
 - Total number of accounts serviced by this application amounted to 25 million approximately

Our solution

With strong technical expertise in application portfolio management, our experts successfully delivered a single view of critical information; and better governance and improved process compatibility with third-party tools. We provided the following services which helped our client address business users' concerns and resolve recurring issues with permanent fixes:

- The Service Delivery Management (SDM) team provided support for production batch issues 24x7 on batches
- Availability of application support team (offshore) from 8:30 am IST to 11:00 pm IST on week days. The remaining hours are covered by the onsite team.
- On weekends and on public holidays, the application support team was available on call support.

Achieved 100% SLA adherence for critical and high severity incidents

- Handled nearly 35% increase in issues (severity level – 3 tickets) in 2011 that arose due to conversion of eight markets. On the consumer front, eight additional markets were due for conversion in 2012, which was also successfully handled.
- Successfully supported and managed the additional 10 consumer markets and one corporate since 2010, along with Vision Plus upgrade to Version 8.35 and Control M migrations

| Conversion | |
|---------------------------|------------|
| Australia and New Zealand | April 2011 |
| France and Netherland | June 2011 |
| Mexico | July 2011 |
| Germany and Austria | Sep 2011 |
| Japan | May 2012 |
| Mexico Corporate market | Oct 2012 |
| Italy | Oct 2012 |

Business impact

Mindtree's differentiated approach and solution resulted in:

| | |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14+ countries | Availability of the product in 14+ countries while replacing the legacy credit card processing system |
| 99.90% platform availability | 24x7 support for almost 22 countries ensuring minimal downtime and achieved 99.90% platform availability during conversion to new market |
| 20% reduction in CPU usage | Performance tuning of online transaction services for all the markets resulted in increased service efficiency and reduced CPU usage by 20% |
| USD 100k savings per annum | Proactive measures undertaken to implement several critical performance enhancements around archival and batch processing resulted in savings of USD 100,000 per annum |
| 100% SLA adherence | Achieved 100% SLA adherence for critical and high severity incidents |

About Mindtree

Mindtree [NSE: MINDTREE] delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. "Born digital," Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. At the same time, our deep expertise in infrastructure and applications management helps optimize your IT into a strategic asset. Whether you need to differentiate your company, reinvent business functions or accelerate revenue growth, we can get you there. Visit www.mindtree.com to learn more.