

Overview

A leading global insurance company with extensive operations required robust mainframe processing to support critical business functions. They needed comprehensive mainframe support to enhance operational efficiency and ensure system reliability.



Objective

The client's main objective was to provide comprehensive mainframe support services to achieve error-free processing, ensure accurate report distribution and balancing, manage change control processes, and support reliable cross-platform interactions across their mainframe and other systems.

Business Challenges

The client faced critical challenges in managing their mainframe environment, which impacted operational continuity and system reliability:

- **Workflow Interruptions:** Difficulty in monitoring daily processing led to potential workflow stoppages
- **Report Accuracy:** Ensuring precise and timely report distribution and balancing was challenging
- **Change Control Management:** Complexities in managing change control processes for mainframe applications
- **Cross-Platform Integration:** Issues in supporting interactions between the mainframe and other systems like Windows, Linux, and Unix

The Solution

Digitide provided comprehensive mainframe support services, focusing on managing the client's Report Distribution System (RDS) and Automatic Balancing System (ABS). This included defining reports, setting up JCL, and configuring balancing rules to ensure smooth operations. They managed all mainframe change control processes and monitored daily processing to prevent workflow disruptions. Additionally, Digitide offered 24x7 production control support and ensured seamless integration between the mainframe and other platforms like Windows, Linux, and Unix, maintaining a stable and efficient system environment.

Value Delivered

The solution delivered by Qess GTS resulted in enhanced accuracy and efficiency in report distribution and balancing, reducing operational delays. It also streamlined change control processes, cutting downtime and minimizing errors. Additionally, daily processing reliability improved, reducing workflow interruptions and ensuring smoother operations, all while providing 24x7 support for operational continuity and peace of mind.

100% Client satisfaction based on Management feedback survey 1.4 million jobs processed

99.6% error-free processing rate, significantly reducing operational disruptions

9Yrs service renewal contract for ABS, DBA, and Release Management Services, ensuring long-term operational continuity

Business Benefits

Enhanced Data Processing Accuracy

Improved Documentation

Scalability and Flexibility

Cost Efficiency