

CUSTOMER SUCCESS STORY

# Large service provider saves millions of dollars through vendor consolidation program

**CUSTOMER PROFILE**

**Industry:** IT Service Provider

**BUSINESS**

A large, world-class, global service provider that serves many industries and the public sector

**CHALLENGE**

The service provider needed to reduce costs and simplify mainframe operations

**SOLUTION**

The service provider leveraged the mainframe vendor consolidation program from CA Technologies

**BENEFIT**

The service provider saved millions of dollars by rationalizing its vendor portfolio

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## Business

A large, world-class, global service provider based in the United States that serves many industries and the public sector.

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## Challenge

### **Reduce costs with simplified mainframe operations and fewer vendors**

The service provider needed a way to reduce costs and simplify mainframe operations. The service provider was looking for a way to standardize on one set of Application Quality and Testing Tools from a single, customer-focused vendor.

The service provider knew that CA Technologies product portfolio was industry leading and could cover all of the technical areas they wanted to consolidate, so they engaged CA Technologies to complete a detailed analysis to confirm complete coverage. The service provider also wanted a positive relationship with their solution provider and assurances that the migrations would encompass a training and education plan for the new software tools they would install from CA Technologies.

Ultimately, the service provider wanted to offer their customers a low-cost, high-performance, robust mainframe service offering.

The service provider considered several options. First, it could maintain business as usual. This option would require the company to continue to operate multiple tools from multiple vendors. However, it was unhappy with the level of service and partnership in place.

Second, it could consolidate vendors, which could offer many benefits, including cost savings, increased operational efficiency, and reduced complexity. The service provider knew reducing vendors was the right approach for their business and, more importantly, for its direct clients.

Since the service provider was planning to provide a low-cost, high-performance mainframe offering to their customers, it needed a clear, detailed conversion migration plan and crisp execution from CA Technologies. The service provider wanted comprehensive visibility into the conversion process, the risk mitigation plan, the deployment plan, and the ongoing execution and support plan.

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## Solution

### Featured products

CA TRILOGexpert  
Tritune<sup>®</sup>  
CA TRILOGexpert APC  
for TriTune with  
Performance Desktop  
CA File Master Plus  
CA File Master™ Plus  
for IMS  
CA InterTest Batch  
CA SymDump System  
CA SymDump Batch  
CA SymDump for CICS  
CA Date Simulator  
CA Verify for CICS  
CA RC/Update for DB2

### Discovering and consolidating tools across the mainframe infrastructure

CA Technologies deployed its vendor consolidation team to evaluate the current environment and scope the conversion effort. The team collaborated with the provider, providing an overview of the tools and methodology for discovering detailed mainframe software usage across potentially 108 LPARs.

The initial assessment leveraged the following software tools and capabilities:

- Discovery tools provided transparency. The tools precisely discovered which mainframe vendors products were executing, how often they were utilized, and exactly what LPARs were utilizing the technology.
- Analysis tools provided the client an additional level of transparency by showing how the different products were being used or, in some cases, not used.
- Migration tools automated the process of migrating from existing mainframe software products to CA Technologies solutions.
- A complete audit capability provided confirmation that the migration was successful.
- CA Technologies consulting team followed a proven, best-practice methodology to provide the designated business results as quickly as possible.

The team made its initial presentation in August of 2010. In September, CA Technologies performed its discovery and analysis across the infrastructure. Results from the discovery and analysis were broken down by LPAR. This provided detailed results used to determine information about the scope of the conversion effort and any associated risks.

A detailed analysis report was delivered to the customer in October, which included timeline estimates, effort required, and skills sets required. CA Technologies additionally provided a detailed education and training plan. To help provide for customer success, CA Technologies and the customer held weekly status meetings and addressed any issues.

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Software tools automate the  
migration process to  
CA Technologies solutions

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## Benefit

The service provider benefited from this project in several ways:

**Significant cost savings.** Although the customer did not budget for this project at the start of their fiscal year, the return on investment (ROI) was so compelling that they approved the project. The ROI on this project is less than 12 months with savings of millions of dollars.

**Reduced complexity.** By standardizing on Application Quality and Testing Tools across the infrastructure from CA Technologies, this service provider simplified their entire mainframe operating environment.

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# The ROI on the project is less than 12 months

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**Streamlined operations.** Now that there are fewer tools in their environment, it is easier to train the mainframe staff.

**Peace of mind.** The details from the discovery and analysis gave the service provider greater confidence that CA Technologies could complete the conversion according to the timelines outlined, deliver the projected savings, and train staff on the new mainframe software products.

**A partnership.** The service provider's senior management team wanted to create a strong, positive relationship with a strategic partner who could help them simplify their mainframe service offerings to their customers and help them increase service levels and customer satisfaction.

For more information on the mainframe vendor consolidation program from CA Technologies, please visit [www.ca.com/vcp](http://www.ca.com/vcp)

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