

Customer Case Study:

How Syncsort™ Storage Management's easy/exit helped a major international communications company

Keep their mainframe storage systems running efficiently

About the client

This client is a leading digital customer experience innovator that designs, builds and delivers next-generation digital solutions for global and disruptive brands. They provide solutions for data management, digital experience, IT lifecycles, advisory services, security, and backoffice automation. Their services support the full lifecycle of its clients' digital transformation journeys, enabling them to embrace nextgeneration digital technologies to deliver better business outcomes more quickly. Fueling all stages of company growth, the client partners with brands across high-growth industry verticals, including tech and games, communications and media, eCommerce and fintech, healthcare, and travel and hospitality.

Client IT environment

This client is a Fortune 1000 company with a sprawling IT infrastructure utilizing distributed, mainframe, and open-source systems. Their data is housed in large data centers in the Pacific Northwest, supporting tens of thousands of users and the data and applications those users consume.

It is important to note that, while the client had been using Easy/Exit for several years, they weren't fully aware of the capabilities of Easy/Exit until they attended one of the Precisely monthly educational webinar series events.

Client problem

This client was having a specific problem involving emergency logons to TSO. They had many obsolete, highly customized installation exits from decades past, yet little assembler expertise or time to devote to maintaining and upgrading them. After viewing a Precisely presentation on Easy/Exit, they reached out for problem-solving assistance, as well as to find a lasting solution to upgrading legacy code without learning outdated coding languages. The client needed a long-term solution as they would surely need to again deal with the assembler or PL1 code issue in the future.

Client objectives

The client wanted to replace their existing exits and extend the functionality of their mainframe systems. The client sent their exit source to Precisely for conversion to DIF policy rules and additional capabilities that could be easily built into Easy/Exit.

Results after Easy/Exit deployed

By using Easy/Exit, the client was able to find a faster, more user-friendly solution than rewriting legacy exits. Deploying Easy/Exit was a fast fix for the client and did two things:

1. Freed up time previously spent trying to diagnose individual problems caused by bad exits.
2. Removed the need for experienced assembler programmers, which weren't available.

They were also able to continue operating on their existing z/OS systems without purchasing new hardware, overhauling complex IT systems, or adding more workload to their IT department. Their IT resources were able to pinpoint errors efficiently and focus their time and attention to more strategic IT initiatives.

What's next for this client?

Precisely continues to work with the client and has forged a relationship founded on trust and long-term engagement. Precisely continues to support their need for maintaining and modernizing their mainframe applications supporting hundreds of thousands of users.

In many cases, these mainframe systems have been the backbone of the client's core business functions for more than 50 years. To try and replace or fix all the broken or poorly performing exits would be a massive endeavor, but with Easy/Exit, the client has a highly valuable tool that complements their IT modernization initiatives. Additionally, the client is now able to focus on keeping high-priority apps running smoothly whenever unforeseen problems arise.