

CASE STUDY:

Overcoming Mainframe Skills Shortage with Strategic Managed Services

This national food and beverage distributor faced a critical mainframe skills gap that hindered their operational efficiency and strategic focus. By adopting Mainline's Mainframe Managed Services solution, the client has effectively bridged this skills gap, accelerated their technical initiatives, and significantly enhanced operational efficiencies.

THE BUSINESS CHALLENGE:

The client was facing a critical challenge in maintaining their mainframe operations. The increasing difficulty in finding qualified mainframe professionals, coupled with the imminent retirement of experienced staff, had created a significant skills gap. The organization's reliance on staff augmentation had proven ineffective, leading to high turnover rates and inconsistent service delivery. Furthermore, the company's strategic goal of transitioning to a distributed environment necessitated the eventual retirement of their mainframe systems.

"Mainline Managed Services is crafted to optimize client resources, enhance service levels, and provide more value for the investment. Our ongoing partnership and successful engagement are enabling the client to accelerate solutions like Disaster Recovery as a Service (DRaaS), driving significant benefits."

— Phil O'Konski, VP, Mainline Managed Services

THE SOLUTION:

To address these challenges, the client decided to outsource their mainframe operations. After a thorough evaluation of multiple service providers, they selected Mainline based on the following key criteria:

- **Comprehensive mainframe expertise:** Mainline demonstrated a deep understanding of both IBM and non-IBM components, ensuring seamless management of the client's complex systems.
- **Flexibility and adaptability:** The service provider's ability to handle ad-hoc requests and adjust to changing priorities aligned with the client's dynamic business needs.
- **Contractual alignment:** The contract terms were carefully tailored to match the client's specific work processes and goals, ensuring a smooth transition and minimal disruption to business operations.
- **Skilled and dedicated team:** Mainline committed to providing a highly qualified team of mainframe professionals, ensuring consistent service delivery and a strong knowledge base.



Company: National Food & Beverage Distributor

Industry: Retail & Distribution

THE BUSINESS CHALLENGE

- Finding skilled talent
- Maintaining & improving service levels
- Accelerating technical strategy

THE SOLUTION

- Team of skilled expertise
- Mainline Managed Mainframe Services

THE RESULTS

- Redirect client resources to focus on strategic initiatives
- Improve operational efficiencies
- Bridge the skills gap
- Cost savings

For more information, call your Mainline account representative or call Mainline directly at 866.490.MAIN(6246).

THE RESULTS:

The partnership between the client and Mainline has been successful, with the client experiencing several key benefits:

- **Bridging the skills gap:** Mainline has provided the necessary expertise to maintain and support the client's mainframe systems, effectively addressing the skills shortage.
- **Focus on strategic activities:** By leveraging Mainline Managed Services, the client was able to invest rare resources into higher level business activities and position for eventual migration from mainframe systems.
- **Improved operational efficiency:** The Managed Services arrangement has streamlined mainframe operations, allowing the client improve service levels.
- **Cost savings:** By leveraging Mainline's economies of scale and expertise, the client has realized cost savings in areas such as staffing, infrastructure, and maintenance.

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