



## **B & M provides planning and support expertise for a managed services provider to a global bank**

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**B & M worked with a world-leader in the provision of managed services and consultancy to provide the expertise necessary to plan and support a major upgrade of its CICS platform worldwide.**

**The project was commissioned by the global services arm of an international banking group.**

### **Project Objectives**

- To ensure that software on the global CICS platform is current
- To ensure that suppliers continue to deliver appropriate levels of support
- To ensure an integrated approach to software maintenance across all regions
- To improve functionality of the CICS systems worldwide.

### **Project Tasks**

- To plan and implement an upgrade from an unsupported version of the CICSplex System Manager to the current version
- To plan and implement an upgrade of the CICS platform for the bank's insurance division
- To upgrade over 600 testing and training CICS regions on two Sysplex environments
- To upgrade over 380 CICS regions on a production Sysplex platform
- To upgrade all components of the CICSplex System Manager, including mission-critical API calling programs across four different Sysplex operating environments
- To ensure that appropriate infrastructure was in place to support the upgrade across all regions.

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### **B & M Europe**

B & M has specialised in delivering skilled ICT specialists to meet the needs of leading organisations throughout Europe since 1992. We focus exclusively on providing consultancy, technical services and support for z/OS, UNIX and Linux enterprise systems, including third-party systems software, open systems and networking connectivity. We add real value for HR and IT professionals by taking the time to understand their needs and applying best practice methods to deliver results.

### **Duration**

The project took seven months to complete.

### **Results**

- A successful upgrade on budget and on schedule
- Upgrade achieved without impact on the business and with no incidents
- Managed services supplier was able to fulfil its contract with appropriate expertise
- Bank has a global strategy and process for CICS support and maintenance across all geographies and lines of business.

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