



B & M delivers WebSphere MQ Broker production environments for a major bank

B & M was commissioned by the core services function of an International banking group to install, develop and maintain a stable WebSphere MQ Broker environment and associated documentation and processes.

The project scope included the improvement of documentation to streamline processes in order to ensure that projects could be taken into production more easily.

Project Objectives

- To support the groups' WebSphere MQ Broker infrastructures
- To control and ensure the stability of the service as new projects are added
- To establish streamlined processes for new projects
- To enhance documentation.

Project Tasks

- To install, develop and maintain WebSphere MQ Broker and associated software in line with business plans and SLA requirements
- To develop and maintain monitoring processes for the technical infrastructure to improve performance and problem management and to provide the flexibility for change
- To undertake planning, implementation and documentation of technical projects
- To provide advice and guidance to staff on WMQ Broker and other relevant areas
- To provide technical support for production and development environments, including out-of-hours cover
- To provide technical support and advice to technical and business users and offer technical expertise for complex situations
- To undertake and participate in technical evaluations and to recommend specific items of systems software and/or hardware as required
- To liaise with third-party suppliers on software issues.

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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 initial 6 month support contract was extended for three consecutive terms.

Results

- Delivered a stable WMQ Broker production environment
- Built, configured and maintained Broker environments
- Transferred knowledge to in-house developers and supported them in all aspects of Broker administration
- Delivered incident/problem handling for all Broker issues
- Reduced core services request queue to a minimum
- Sub-project managed Broker deliverables on infrastructure projects.

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