Success Study

How Citi Improved Impact Analysis and Dramatically Reduced Mainframe MIPS Usage

Industry

Banking

The Challenges

- Time-consuming process to research and modify mainframe data
- Need to understand how code changes affect the program, application and entire IT ecosystem
- Increasing demand for mainframe resources

The Solution

Load mainframe code, VSAM records and customer letter templates into SMART TS XL.

The Results

- Faster response time to business needs
- Accurate impact analysis
- $10M MIPS savings

Overview

Citi, Inc. is based in New York City, NY and offers financial services to governments, consumers, and corporations. Citi is a worldwide enterprise with 100 million clients and operations in North America, Latin America, Asia Pacific, Europe, Middle East and Africa.

As the world's largest credit card issuer, Citi offers credit services to 90 million retail accounts worldwide. Citi's day-to-day operations depend heavily on efficient technologies to deliver first-class financial services to global clients.

The Challenges

As with any large systems-based corporation built and expanded over decades, Citi's applications and architecture became extremely complex. Planning and implementing major changes could take weeks or months, since analyzing risk and impact of changes was a very time-consuming process.

Internal customers needed the IT department to provide answers and solutions as soon as possible. Unfortunately, to provide thorough and accurate answers, a considerable amount of time was devoted to writing and running complex queries on the mainframe. While such research was necessary, it took away valuable resources from other critical projects and processes. Citi recognized an opportunity to identify a more efficient and cost-effective way to accomplish their research and analysis.

Citi's IT team realized that in an environment of highly interdependent processes, it was vital to understand connections and measure the potential impact of changes. Remediating problematic code and constantly using mainframe resources drove up MIPS usage and increased annual costs. Citi started looking for ways to prevent the expense of fixing sys-

tems by proactively identifying and fixing problematic code.

Citi also wanted to improve the ease of modification of their customer communication tool, HP Exstream. With this letter-generating tool, non-technical business team members depended on IT personnel to help them understand the letter format and content and to make modifications. This process often took several hours, multiple back-and-forth communications and took resources away from other business and IT initiatives.

The Solution

Citi implemented SMART TS XL, a Software Intelligence® technology. After loading all mainframe information, the team was so impressed that they loaded all of their VSAM data records as well. It freed up valuable mainframe resources by offloading searches, scans, discovery and analysis.

With the substantial success loading mainframe code and VSAM records, the Citi Letters division saw an opportunity to streamline their document generation process. Working closely with IN-COM support staff, they loaded all custom code from their HP Exstream letter templates. Using the versatile SMART TS XL APIs, they then designed a solution that allowed them to search for any version of a letter stored in the system. They could view the code elements that assembled the letter, and they could even see a preview of the resulting letter - something they couldn't do before. Building this customization extended the functionality of SMART TS XL and helped to cut back on the ad-hoc query requests from internal clients.

The Results

Within the first year, Citi dramatically improved project efficiency, reduced mainframe MIPS usage, and saved millions of dollars. "We have reached savings of $7 million in MIPS, and we expect that number at the end of the year to touch $10 million in savings." says Emanuele Marano, Technical Manager, VP at Citigroup.

By loading all mainframe code, Citi found that SMART TS XL provided a

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single location to search all their programs and understand how they worked together as a unit. The web-based interface made it easy for any team member to access information from any location. Citi's IT teams were able to gain a deeper understanding of their application ecosystem, enabling them to make informed decisions prior to making any changes.

"There are several cases where a question will be asked of IT by the business and as usual it was needed 15 minutes ago," says one user at Citi.

"With the versatility of SMART TS XL, I am always able to do a few quick searches and I will instantly have the number of modules, the extent of which these modules use certain data fields, and trace back and flow through information letting me know how certain data flows through our system. With this information, I can quickly give the business an accurate estimate and an answer as to the feasibility of any solution to their issue.

"To help provide the business with quick and accurate estimates and answers, SMART TS XL is the tool to use."

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Would you like to learn more about SMART TS XL?

Schedule your personalized demo today