



CASE STUDY

HOW DTS SOFTWARE'S EASY/EXIT HELPED A MAJOR INTERNATIONAL COMMUNICATIONS COMPANY

KEEP THEIR MAINFRAME STORAGE SYSTEMS RUNNING EFFICIENTLY

ABOUT DTS: DTS Software creates Storage Management and System Administration products relied on by most Fortune 500 companies. We invented dynamic disk space recovery and volume pooling technologies in the 1980s, and we've made many advancements since. Today, we're developing next-generation productivity and storage management software products that provide powerful, system-wide storage control in a package that's easy to use and maintain.

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 back-office automation. Their services support the full lifecycle of their clients' digital transformation journeys, enabling them to embrace next-generation 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 gaming, 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 hundreds of thousands of users and the data and applications those users consume.

It is important to note that, while the client has long been familiar with DTS Software, they weren't fully aware of the capabilities of Easy/Exit until they attended one of the DTS 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 DTS presentation on Easy/Exit, they reached out to DTS for problem-solving assistance, as well as to find a lasting solution to upgrading legacy code without learning outdated coding languages.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 that addressed the lack of expertise on assembler and PL/1 languages, a problem industry-wide in mainframe environments.

CLIENT OBJECTIVES: The client wanted to replace their existing exits and extend the functionality of their mainframe systems. The client sent their exit source code to DTS Software 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? DTS Software continues to work with the client and has forged a relationship founded on trust and long-term engagement. DTS 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.



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