



CUSTOMER CASE:
Worldline

A TRANSPARENCY CASE STUDY

Cost control and charge back in a shared mainframe environment

With an IT infrastructure that needs to channel through more than 10 billion payment transfers per year, Worldline needs to keep on top of both performance and capacity – and the cost that comes with it.

In Affori, one of the northern wards of Milan, you find the regional headquarters of Worldline – a leading infrastructure provider for payments and transactional services. Luciano Dognini supervises the team that keeps the mainframe and systems running smoothly across data centers in three different countries. Customers throughout Europe rely on Worldline to deliver a top-of-the-line service and to adapt to their needs on the rapidly evolving payments market. It is Luciano Dognini and his team who make sure that the IT-infrastructure of Worldline can meet those needs.

Luciano Dognini decided that his custom developed tool for analyzing the performance and capacity usage of the mainframe needed to be replaced. He scanned the market and received offers from a number of vendors, but Luciano Dognini was impressed by the 'Proof of Value' presented to him by SMT Data:

“I gave them a couple of weeks of mainframe log data – and within a few days they were able to return with a report where I immediately could recognize the potential of the ITBI™ software and the deep technical skill set of SMT Data's consultants.”

According to Luciano Dognini the decision to go with SMT Data was also made based on the capability to understand immediate challenges as well as the ability to support the implementation and the running of the daily operations.

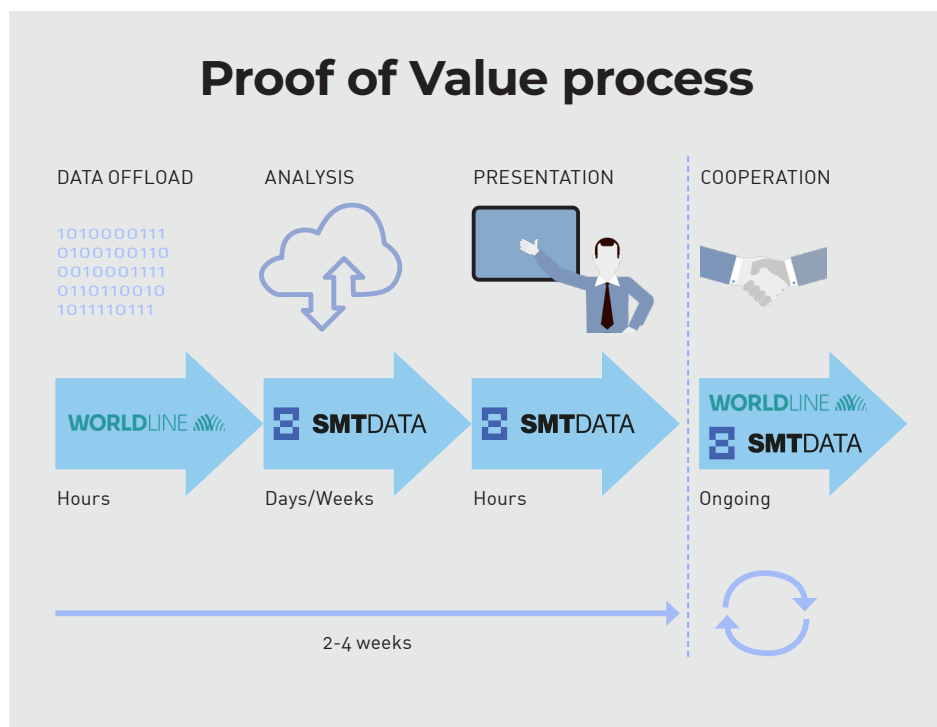


About Worldline

Worldline is a global leader in the payments industry and the technology partner of choice for merchants, banks and acquirers. Worldline is at the forefront of the digital revolution that is shaping new ways of paying, living, doing business and building relationships.

Also, the Managed Services - which are provided to Worldline, combined with very skilled internal resources, has contributed to making the project a success.

Today, ITBI provides the necessary information for on-going assessment of any increase of usage not related to actual business volume. The information gathered in ITBI is also used as input to a 'charge back' feature. This brings into play measured and assigned resource usage to show which business units are using what, when and at what cost. This enables the finance department to see the cost of each service per business area. The line managers responsible for IT production, applications and users also receive reports, which keep them up to date with any development and enables them to engage in the cost reduction effort.



The effort to keep costs under control continues and is based on a close cooperation between Luciano Dognini's team and SMT Data. As part of the Managed Services, regular 'deep-dives' into the data are performed by SMT Data resulting in reports with recommendations for possible improvements and synergies as well as cost avoidance initiatives.




This service in combination with the ITBI platform not only keeps the Worldline mainframe running smoothly – it has also made it better prepared for handling any irregularities: "Just recently we saw a sudden increase of 20% in a batch component after deploying production of a service", Luciano Dognini explains, "but within hours we were able to discern what the problem was and where we needed to focus our efforts towards analyzing how to get the capacity usage back to a level which reflected the business volume – and not more".

In such a case it is business critical to be able to respond quickly and Luciano Dognini concludes:

“Without ITBI from SMT Data we would have had to gather that knowledge in other ways - and with much more effort.”

In Luciano Dognini's opinion everyone with a mainframe environment could benefit from implementing ITBI and this also goes for people who have distributed systems as well as customers who outsource their infrastructure and need to better understand their workload – and optimize it.

When asked the question if there is something he - looking back at the process with SMT Data - would have done differently, Luciano Dognini ponders for a moment, laughs and then replies: “Yes, I would have started sooner.”

		
Challenge	Action	Results
To keep costs under control and make sure that usage matches business volume	Implementing ITBI across the IT-infrastructure	Costs under control
To provide fact based reports to finance		Transparency for IT finance and application owners
To establish an effective charge-back system		Quick response in case of unforeseen increase of usage



SMTDATA
IT Enterprise Insights

SMT Data A/S

Kongevejen 400b, 1. sal
DK-2840 Holte, Denmark

info@smtdata.com
+45 39 62 88 87

www.smtdata.com