



CSC Financial Services Group

Micro Focus and CSC partner to extract more value from computing assets

Challenge

CSC Financial Services Group wanted a cost-effective way to enhance and deploy its financial services software on both mainframes and low-cost environments.

Solution*

- > Micro Focus Enterprise Developer
- > Micro Focus Enterprise Server

CSC Financial Services Group

Founded in 1959, Computer Sciences Corporation (CSC) is a leading global IT services company. Its comprehensive IT solutions help companies manage complex business processes. CSC Financial Services Group (FSG) is one of the company's largest commercial vertical markets and represents more than 15 percent of CSC revenues. FSG serves nearly 5,500 financial services clients across 50 countries. This includes all sectors of the global financial services industry; insurance (life insurance, pensions, annuities, health insurance, property and casual), banking, consumer finance, investment management and securities. Over 1,200 of the world's premier financial services organizations use CSC's business and technology solutions. CSC's services are used by around half of the Fortune 500 global financial services companies, two-thirds of the world's top 50 insurers and more than half of the top 50 US banks and insurers.

Extracting value from existing assets

For over two decades, Micro Focus has partnered with CSC to provide tools for testing and application development in a Windows environment. The two companies enjoy a strong relationship, working closely together to ensure that Micro Focus' technology provides a solid foundation for CSC's solutions. This arrangement is mutually beneficial as Micro Focus uses CSC as a 'sounding board' for validation of its products and CSC helps Micro Focus determine product direction that will ultimately suit the needs of both CSC and its clients. As Jay White, Director at CSC's Financial Services Group, Life Services Division says, "We consider Micro Focus a partner in the truest sense. We derive operational savings and are quicker to market thanks to what Micro Focus offers us, while Micro Focus is able to tailor their product to be the best available for the market thanks to our direct work with them. In addition, Micro Focus' products allow us to demonstrate our

Highlights

- > 40% reduced cost
- > Improved customer service
- > 25% improved developer productivity
- > Lower deployment charges and faster runtime for clients

"Because of Micro Focus Enterprise Developer & Enterprise Server, we can deliver more system capability to our clients because we have saved money and improved our own productivity. We estimate our overall cost savings from improved productivity to be 40 percent."

Jay White

Director, CSC Financial Services Group, Life Services Division

products running on a variety of servers. This ability provides more opportunity for a wide array of solutions to our clients and gives us the opportunity to increase our systems implementation and solution services.”

The mainframe-based solution

In recent years, CSC Financial Services Group has used Micro Focus products for development and testing of their VANTAGEONE® solutions in a Windows environment before delivering the final, mainframe-based solution to clients. The technology means that applications can be developed and tested faster and more cost effectively than using traditional mainframe-based tools such as ISPF. The solution enables mainframe compiler capability, CICS and JCL emulation and relational database and flat file support (indexed files) on the workstation, as well as assembler emulation and debugging.

“We get the best capability in both a mainframe and server environment from working with Micro Focus Technology,”

Steve Westerholm
Technical Architect, CSC

Importantly VANTAGE-ONE is a customizable environment, and as a general practice, CSC recommends the Micro Focus products to clients in order to allow specific tailoring of the source code to be done more cost effectively.

Cost savings and developer productivity improvement

By working with Micro Focus, CSC has achieved approximately 40 percent in overall cost savings from improved productivity. After actual product development and testing CSC estimates the company will achieve \$600,000 in annual mainframe costs savings. In addition, developers have seen an average 25 percent improvement in productivity. These cost savings and productivity gains add up to improved customer service as CSC is able to provide its clients with additional application capability. “Using Micro Focus means we can deliver more system capability to our clients because we have saved money and improved our own productivity. We estimate our overall cost savings from improved productivity to be 40 percent,” says White.

New ‘mid-tier’ server-based solution

CSC Financial Services Group has developed a new line of business which is designed specifically to sell alternative solutions to clients looking for a lower-cost development environment. This offers a ‘mid-tier’ deployment setting which allows them to leverage their critical mainframe-based applications. The basis for the new “mid-tier” solution was the Micro Focus development environment which CSC was already providing to those clients using the VANTAGE-ONE solution who wanted to do their own development work. This is supplemented by Micro Focus Enterprise Server to enable deployment to new platforms. Using the same capabilities and technology, plus trusted mainframe compatible solutions from Micro Focus, enables CSC to package an entirely new solution for its clients. CSC can now deliver greater choice and capability much faster than attempting to provide these solutions separately. The new solution enables thousands of programs that would normally run on a mainframe environment under CICS and JCL to run in a lower cost Windows server environment.

The best capability in both a mainframe and server environment result

The developers at CSC are pleased. “We have worked with Micro Focus for many years to provide cost-effective development tools for our products. We get the best capability in both a mainframe and server environment from working with Micro Focus technology,” says Steve Westerholm, Technical Architect at CSC.

“Improving the Six Sigma rating comes from the power of Micro Focus solutions and the ability to catch errors earlier in the development process – this is an enormous benefit to our clients.”

Jay White
CSC Financial Services Group, Life Services Division

From ease of development to opening up new markets for CSC’s solutions, Micro Focus has been a key provider of technology that gives customers additional choice. “Many financial services companies that are hindered by strict internal cost justification requirements are extremely interested in a new solution which allows critical mainframe-based applications to run on a lower-cost environment, such as the desktop or server,” explains White. “Micro Focus was the easy choice to help create this new product.”

CSC Financial Services Group is achieving strong traction from sales of the new addition to the portfolio of solutions offered to financial services companies. CSC currently has several mainframe-oriented clients who are choosing to use the power of their desktops in conjunction with Micro Focus development IDE, Micro Focus Enterprise Server and CSC solutions to derive a more productive development environment and a wider array of production implementation choices. "The server-based solution offers the same advantages as the mainframe-based solution, as well as the further benefits of lowered deployment charges and faster run time," adds White. "Clients are impressed to see an industrial strength application that typically ran on a mainframe can now run so quickly with the server-based solution."

The benefits are extended to financial services companies

By offering solutions for both mainframe- and server-based environments, CSC offers financial services companies more choice in how to best exploit the value in their critical legacy assets while ensuring that either option is a cost-effective solution.

In terms of choice, financial services companies can now run any type of transaction on a Windows server or on the mainframe. In terms of productivity, the development environment allows tremendous benefits. For example, compilations that would have taken 30 minutes on a mainframe are now done in seconds on the desktop using the CSC solution.

As a way of reducing costs further, several FSG clients are considering the 'mid tier' option of moving applications off the mainframe completely in order to reduce both the load on the mainframe and overall IT costs. The new Windows Server solution offers lower deployment charges and faster run time.

The real advantage is choice. "We can now offer financial services companies either a mainframe-based solution or server-based solution because of Micro Focus," explains White. "Our mainframe-based solution offers clients improved productivity, reduced development costs and additional customization from working with Micro Focus to tailor their source code. Our early benchmarks indicate that companies can see, on average, a productivity improvement of at least 25 percent."

Enhancing Six Sigma ratings for financial services companies

An additional benefit that Micro Focus brings to CSC's clients is an ability to improve a company's Six Sigma rating. Micro Focus's products help technicians find and correct errors before transactions are run. If an error occurs during the processing phase it can be costly to go back and perform testing to find the mistake. A strong Six Sigma rating indicates that there are minimal errors before processing - which is always attractive to a financial services company that processes critical information daily. "Improving the Six Sigma rating of an organization comes from the power of Micro Focus solutions and the ability to catch errors earlier in the development process - this is an enormous benefit to our clients," says White.

About Micro Focus

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization, Testing and Management software enables customers' business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

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* Enterprise Developer and Enterprise Server are the current names for products used in this project.