

RSA Group



- Application: MR1 Call Centre Quotation & Application System
- Industry: P&C Insurance
- Region: EMEA
- Company Size: Large Enterprise, Tier 1 Insurer

The Background

RSA's cost reduction plan for IS services embraced removing any maintenance or license costs associated with non-production systems on the mainframe, with no disruption to live operations.

Although MR1 had been replaced by a more modern system, direct call center access to MR1 data was critical. Their challenge was to find the most cost-effective technology to enable immediate access, autonomous from the original application.

The Challenge

The MR1 Call Center had a complex system architecture with multiple interfaces from a variety of systems and needed a solution that would:

- Decommission a seemingly immovable system with 40G of historic data
- Ensure that the user workflow would be replicated or improved
- Ensure uninterrupted continuity for 1300 registered users
- Comply with data retention and availability rules

We used the DataNovata application to provide a convenient interface to support legacy operations through read-only access of the data. - Giles Baxter, UK & IS Change Director,



The Project

- IBM host mainframe
- CICS database
- Port 40GB of data records
- 1295 users registered for access
- Decommission the MR1 application

The Results



No disruption for call center users



Elimination of all associated costs of running on the mainframe



Continuous, uniform access to all data provided throughout the process



Data fully migrated into the application template, with full UAT and production cutover