NonStop Case Study:
24x7 Systems Management Service:
Design, Build and Implementation

The Challenge:

Our client, a major global payments processor operating in the UK, required expert guidance regarding the design, build and implementation of a NonStop 24 x 7 systems management service, at a new greenfield site. The service was to provide for their mission critical HP NonStop infrastructure running payment services in the UK. Previously operated by a large UK Bank, the Payments Processing service was sold to our client as a new enterprise, who then had to build a new organisation and IT infrastructure to support its operation. In addition, our client needed to complete PCI-DSS compliance for the payments application running on the HP NonStop platform – all to tight timescales.

TCM Approach & Solution

The client engaged TCM to provide initial consultancy around the design and build of the required HP NonStop infrastructure and related 27 x 7 systems management processes. TCM consultants conducted a detailed analysis of requirements, including an in-depth program of research and data gathering, looking at the previous provider's operations in comparison to those proposed by the customer. Once confident that the end-to-end operation was understood, TCM began the design of infrastructure and support processes. It was key that these design elements would permit our client to operate the payments application on their HP NonStop platform in a fashion that was capable of handling the extremely large volume of anticipated transactions, with stability and security of primary importance.

After successful sign-off on the designs, TCM began the process of building the infrastructure and implementing the processes and procedures. It was at this stage that TCM and the client discussed follow-on support of the HP NonStop platform. TCM's efficient and thorough approach to the design and build of the platform had impressed the client to the extent that they saw great value in securing TCM to provide ongoing systems management.

TCM discussed the requirement in greater depth with the client and designed a Fully Managed Service taking full responsibility and control of the 24 x 7 NonStop systems management and associated processes, to a set of strict SLAs.

Once agreed, TCM began providing the ongoing BAU support with immediate effect. A number of Senior NonStop consultants provided round the clock systems management services for the customer's high transaction volume Blade systems on a 24 x 7 basis. TCM played a key role in linking to other key business and IT processes, providing technical support, advice and guidance on every aspect of HP NonStop systems management. This included automation, business continuity, hardware change coordination, incident resolution, and break-fix activity with HP, even providing a service for managing 3rd party software suppliers. Comprehensive and transparent monthly reports through our TCM service reporting pack kept the client fully informed. TCM also designed, coded and implemented a number of tool and routines required by PCI-DSS, in extremely short timescales.

Outcome and Key Benefits

– Newly designed infrastructure and processes were installed in very short timescale, including PCI-DSS compliance on NonStop platforms, allowing the client to go-live with their payments service ahead of scheduled date.

– Ensured that the client had a truly secure environment as well as meeting or exceeding PCI-DSS requirements.

– The TCM Managed Service created, helped provide the environment to run an extremely stable payments service, able to cope with serious volume demands.

– High performance NonStop system management achieved through extremely effective SLA management, including reduction of incidents in comparison with previous service provider.

– TCM's staff and service seamlessly integrated into the client's IT organisation for responsiveness of communications, full understanding of the customer's changing requirements and synergies with the customer's other IT teams.

– TCM trained a number of additional staff in the customer's systems allowing for succession planning and additional resourcing as required.

Do More

For two decades, TCM's elite NonStop professionals have deilvered proven, innovative, cost effective solutions to our clients in Finance, Banking, Healthcare and Manufacturing

ISO/IEC 20000-1:2011   ISO/IEC 27001:2005   ISO/IEC 9001:2008

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