

USE CASE: CITY GOVERNMENT – Expanded Scope, Applications

**MidAtlantic City Government Expands Blue Hill's Services
With Mainframe Applications Support**

Blue Hill had developed a trusted partnership with this MidAtlantic City Government, beginning seven years ago by providing infrastructure fully managed hosting services.

A few years later, Blue Hill was asked to assess their current environment related to the COBOL applications. An assessment of all applications was completed, involving a rigorous effort and concluding with Knowledge Base and documentation listing all jobs, within all applications, with a distinct listing of all variables.

The following year, beginning January 1, 2018, this City Government selected Blue Hill to continue to provide infrastructure managed services, along with the complete Applications support in replacing their retiring workforce and to help the City reduce costs.

“We feel like the Blue Hill staff is really our staff, who are extremely proactive and sensitive to satisfying the needs of our end user community.”

As background, the relationship began in 2012, when this metropolitan City Government selected Blue Hill to support their legacy mainframe infrastructure requirements; to support their day-to-day operations on a consistent basis, while lowering operating costs and reducing risks associated with their current hardware and a retiring workforce. They wanted a Service Provider who would act as their partner, in adhering to industry best practices for delivering better than expected services, and one who would provide access to newer capabilities.

This strategic decision included the need to have the Service Provider support an IBM Mainframe VM/VSE platform. Also, because this is a city government handling extremely sensitive information, secure communications was a necessity in running and maintaining this City's critical applications running on older IBM Mainframe hardware.

Departments requiring support within the City included the Fire Department, the Department of Transportation, the Department of Housing, and the Department of Community Services, the Department of Public Works, including Parking and Towing, the Sheriff's Department, including Warrants and Civil Citations, and the Finance Department, including Real Property Tax and Billing.

Support was to be provided in a flexible manner; as staff members within a particular group retired, Blue Hill staff stepped in to complete Knowledge Transfer and began supporting these requirements.

More importantly, the Blue Hill team upgraded the environment to a more powerful processor in order to improve performance and reduce response time. The result: turnaround was quicker, jobs were completed faster, requests were responded to in the timeframes required, problems were reduced, and there was an overall improvement in reporting.

Although this solution provided better services in maintaining a supportive infrastructure, at a reduced cost, it didn't solve the larger challenge of whether to stay on current technology or move to newer technology. The challenge was that there was very little documentation of the current environment. The soon-to-be-retiring team who maintained these applications had a lot of tribal knowledge, contained in the heads of key technical individuals, who never had the time or inclination to transcribe this knowledge into documentation, or to update the older documentation they had inherited.

This situation is what led to the decision of confirming a complete assessment of their legacy applications, and then mitigating the risk of a retiring workforce by selecting Blue Hill to provide both the infrastructure support services and complete Applications support.

Almost 7 years after the relationship began, and more than 1 year since Applications support was added, the City is extremely pleased that their relationship with Blue Hill has expanded and continues to reap benefits as a trusted partner in delivering these mission critical services.

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Contact:

Rosary De Filippis

Executive Director, Business Development and Chief Marketing Officer

Blue Hill Data Services

Office: 845.875.7037

RDeFilippis@BlueHillData.com

www.BlueHillData.com