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Major Metropolitan City Government Selects Blue Hill for Remote MF Services

As one of the largest municipal public employee retirement systems in the United States, this major metropolitan city government agency administers the statutory pension benefits of its members, retirees and beneficiaries.

This government agency is a cost-sharing, multiple employer, public employee retirement system, and its objective is to run as efficiently as possible. Part of its commitment is to leverage modern technology to set new standards of excellence in the services being provided, and to do this as cost efficiently as possible.

Blue Hill was selected to provide remote operations and remote technical support for their IBM Mainframe z/VM and z/VSE operating systems. The Agency's decision makers were extremely satisfied that Blue Hill had the technical skills and long-standing experience in providing z/VM and z/VSE support, and they were especially pleased with the culture and teamwork of the Blue Hill Delivery Services Team. This provided the essential level of comfort and trust to ensure a strong partnership in delivering these critical services.

The engagement will last a minimum of three years, while this Agency is in the midst of replacing their mainframe system with a newer system based on a distributed system architecture. Outsourcing these functional areas to Blue Hill will allow their IT staff to transition from their current mainframe legacy support roles, to learn and help build the new system. Although lowering operating costs was of prime consideration, running the day-to-day workloads effectively in the current mainframe environment was critical.

Specific 24/365 support services include:

- Maintaining the software lifecycle for the z/VM and z/VSE operating systems and installed Third Party/ISV software, including upgrades, installation of patches and hot fixes, and major software updates;
- Day-to-day system administration;
- Supporting the CICS software environment;
- Supporting the DB2 zLinux environment;
- Batch scheduling and remediation;
- Performance management;
- Operations and Monitoring services;
- Software Preventative Maintenance;
- Disaster Recovery services and associated testing;
- Storage and backup services;
- Monthly status report for all services being delivered;
- Meeting or exceeding all service levels.

"This government agency is running critical workloads that benefit over 300,000 of this city's employees and retirees, along with health care workers and transit employees. We are pleased they have put their trust in our capabilities and look forward to a long standing and beneficial relationship." John Lalli, Chief Operating Officer, Blue Hill Data Services

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Blue Hill Data Services helps customers reduce their operating costs and minimize risk by providing **fully managed data center hosting solutions,** and a full array of complementary IT support services. Our highly skilled and experienced staff, **world-class on-shore facilities**, and reliable 24/365 services have supported customers worldwide and from all industries since 1994. We specialize in **Mainframe**, **Open Systems,** and **AS/400 iSeries managed hosting services; Applications Services; Colocation Services; Dedicated Disaster Recovery** and **Business Continuity Solutions**. Our deep technical skills and long standing experience enable us to support our customers' **legacy environments** as well as implement **new technology solutions**. Our differentiation is providing **customized solutions**, **flexibility with contracts and SLAs**, and **personalized attention and services**.

We are proud our **customer retention is 100%**.

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