

BUSINESS AS USUAL DURING COVID-19 FOR GOVERNMENT AGENCY USING IVORY SERVICE ARCHITECT

When IT Systems Cannot Fail

As the largest U.S. municipal public employee retirement system, one agency has substantial technology needs all year long, let alone during a pandemic. The agency assists more than 350,000 workers from both civilian and uniformed vocations, administers pension benefits, and offers a variety of financial and retirement planning services. When the coronavirus emerged, many of the city's citizens counted on this agency to continue running smoothly.

Given that, there is little room for error in the agency's aging IT infrastructure. Their systems issue approximately 50,000 loans and process thousands of refunds and buy-back applications each year. At the same time, they must verify retirement allowances and ensure all payments are correct and timely. It's a demanding workload for any system.

CHALLENGE

Interestingly, at the core of this operation, a mainframe-based pension system built in the 1980s runs the show. This system stores mission-critical data like members' personal information and pension figures. When the agency adopted modern applications to increase efficiency, there was simply no way to connect the apps to the system of record on the mainframe. Despite being extremely stable and reliable, legacy systems were never designed to interact

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CLIENT

Largest municipal public employee retirement system in United States



INDUSTRY

Government



CHALLENGE

Connecting legacy applications and the mainframe to modern applications to access critical information in real-time



SOLUTION

GT Software's
Ivory® Service Architect™

with external systems or modern applications, making simple transactions outside of the mainframe very complicated and time consuming.

SOLUTION

As the need to increase efficiency grew, exposing their mainframe posed a significant challenge to the agency's ability to architect a meaningful IT enterprise. Instead of trying to build an integration themselves, they needed an efficient solution that offered real-time access to the mainframe using modern APIs. They chose GT Software's Ivory to make it happen.

Using ViaSQL, a GT Software companion product, the agency can now issue real-time queries to instantly retrieve mainframe data. They can also integrate queries via RESTful APIs used by their front-end applications and business intelligence (BI) tools. For such a large organization, integrating the mainframe with these BI tools is critical to understanding and managing their day-to-day operations and increasing overall efficiency.

Using GT Software, the agency can now leverage their legacy systems to:

- Pull data from the mainframe in support of real-time analytics
- Build interfaces to distributed and cloud-based applications
- Integrate with modern systems, such as Salesforce, to enhance client services

RESULTS

Using Ivory, the agency also integrated their mainframe data with their customer relationship management system, Salesforce. The integration launched just as COVID-19 forced employees to work from home and allowed the agency to continue serving members remotely despite walk-in entrances and customer service centers being closed.

As time goes on, the agency plans to further utilize Ivory to develop new software and build additional interfaces to keep up with increases in demand and to stay one step ahead of the unexpected.

"Ivory Suite is the only way we could efficiently and effectively get real-time data off of the mainframe."

-Enterprise Architect

GT Software (www.gtsoftware.com) empowers many of the world's largest banks—such as Natixis and JP Morgan Chase— to accelerate their IT modernization efforts. By enabling companies to connect legacy mainframe assets with modern, cloud-based systems GT removes a major roadblock for Fortune 1000 companies looking to elevate their customer experience. Pioneering the Open Banking movement in Europe and the U.S., GT Software allows mainframes to rapidly create inbound calls and call out. Now, legacy systems can perform function such as payments, fraud detection, KYC, and AML in real time. GT Software is proud to help lead innovation with their 35+ years of mainframe expertise.



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