



# Government Agency Maintains Normal Operations Amidst COVID-19

## | BUSINESS CHALLENGE

A municipal agency, the largest public employee retirement system in the U.S. has substantial technology needs all year long in normal conditions and even greater needs 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 COVID-19 emerged, many of the city's citizens counted on this agency to continue running smoothly.

With an annual workload of approximately 50,000 loans, numerous refunds, buy-back applications, and the critical task of verifying retirement allowances, the agency's aging IT infrastructure had minimal room for error in managing this demanding workload.

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

## OVERVIEW

### CLIENT

Largest municipal public employee retirement system in the United States

### CHALLENGE

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

### SOLUTION

Fabric Data Hub

## | 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 the Adaptive Integration Fabric from Adaptigent™ to make it happen.

Using [Fabric Data Hub](#), a Fabric 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

## | RESULTS

Using [Adaptive Integration Fabric](#), this client 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 the Adaptive Integration Fabric to develop new software and build additional interfaces to keep up with increases in demand and to stay one step ahead of the unexpected.

***“Adaptive Integration Fabric was the only way we could efficiently and effectively get real-time data off of the mainframe.”***

**- Enterprise Architect**

### FABRIC SOLUTION:

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

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