How KeneteK helped its customer manage a complex multi-environment

About the customer

The customer that requested the support service for the management of its complex multi-environment systems:

- Is a subsidiary of an American multinational financial services corporation that operates in 24 countries, with over 55,000 employees.
- Is specialized in the intermediation, management and servicing of distressed and illiquid credit.
- Has over 50 employees are entrusted to manage the proprietary IT environment.
- Has an IT architecture that spreads from the Mainframe to the distributed environment.
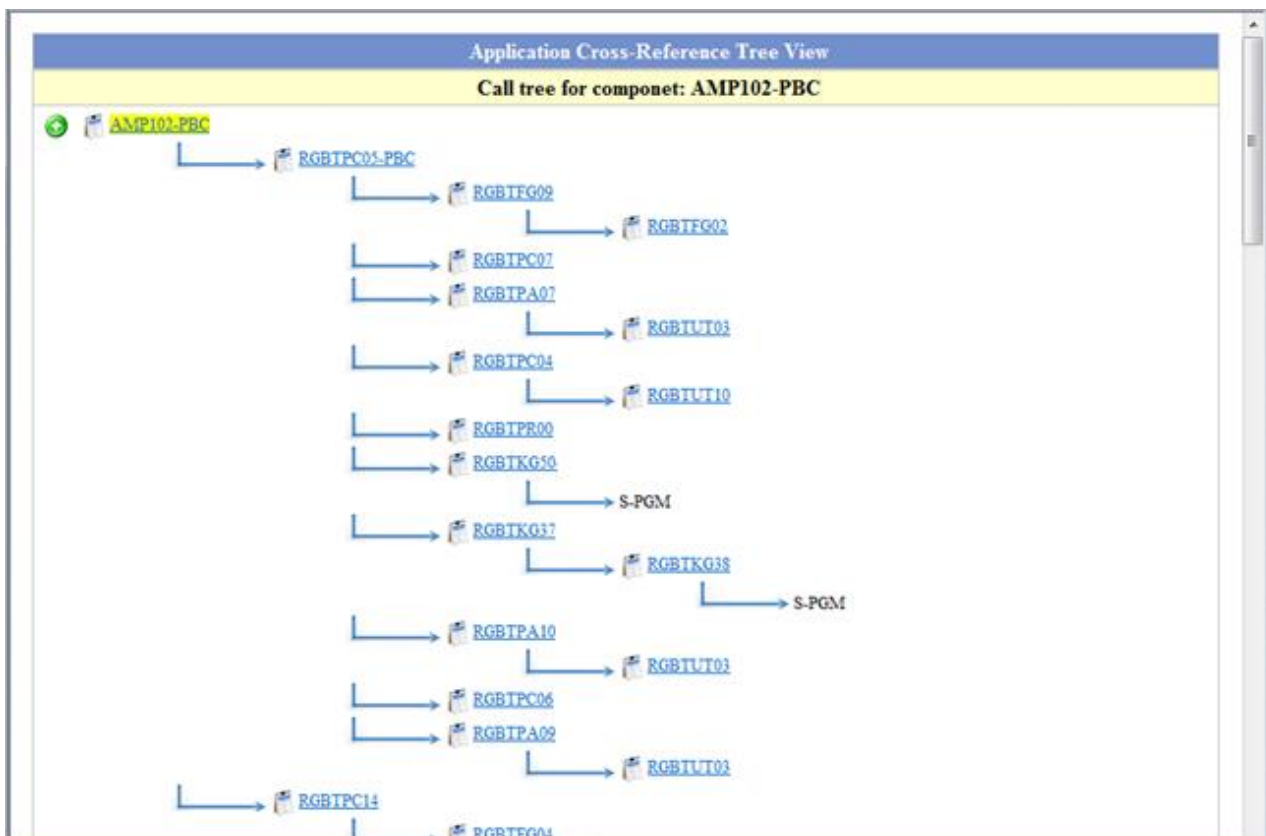
About KeneteK

KeneteK is a global company with a highly qualified staff whose mission is to support you to manage your Application in a changing environment and put your BUSINESS in a better position to predict and control the future.

In over twenty years KeneteK has developed its skills and expertise. Founded in 2011 KeneteK has begun giving its customers an exhaustive answer in the field of application and data analysis.

Since 2012 KeneteK has been PCI Participating Organization and showcases its products and services at the PCI Community Meetings all over the world since 2013.

The customer's problem

"We needed a repository to help us govern our applications scattered throughout different environments, identify a common language and produce pertinent metrics "

The dimensions of the problem

KeneteK, using KLR©, discovered:

- Over 15 applications with 9 million line of code scattered throughout the Mainframe and Distributed environment.
- Over 78,000 components.

The challenges

One of the main challenges that was faced was the generation of pertinent metrics and a common language for the various platforms.

The project has required the following steps:

1. Create a new grammar for the applications developed in the GUPTA fourth generation programming language.
2. Identify the metrics that were pertinent for each platform.

Possible solutions

With a *manual approach*[1] it is difficult to identify how the business process flows through the different environments.

KeneteK's solution

KeneteK uses a holistic approach thanks to the tools that have been developed over the years. By performing a static analysis of the application source code and data the customer has the power to truly know what happens in its environment with the minimum effort on its side, the only phases where the customer's IT support is required are:

1. During the source code extraction.
2. During the metric and language definition.
3. During the repository installation.

The produced data can be shared within the various actors involved in the compliance process, both internal and external to the organization, using a *centralized platform*[2] where people from different backgrounds can navigate through dashboards, metrics and reports. They can access the information they need to achieve their goal in the most efficient way possible.

Dashboard that display the Control/M relationship

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1. By manual approach we intend an approach where a team of highly qualified professionals interview system managers and manually go through the applications and business processes with them.
2. The centralized platform is a win client (KLR.Net©) provided by KeneteK where the customer can, once authenticated, access the information uncovered during the analysis process using dashboards, reports, etc. All the dashboards and reports can be customized to customer requirements. All the information can be extracted (if authorized by a platform administrator) to standard formats (xls, pdf, etc.) to easily share using methods external to the platform itself.

About KLR©

KLR© (Knowledge Language Recognition) is the answer in the field of application analysis. Proposed as a holistic engine it is used to analyze the evolution of a complex system and its parts, and the relationship between each other.

The Results

Using KeneteK's approach the customer was able to create a common repository for:

- COBOL
- Control/M scheduler
- Gupta
- Java
- JCL
- SAS
- SQL
- Visual Basic

Thanks to this analysis the customer was able to precisely identify and optimize every business process, its JCLs, tables and files and achieved the capability of knowing exactly which statements and I/O data was used by the various processes.

This resulted (compared to the other approaches) in a drastic reduction of time and consequent cost for the company and a reduction of the risk giving the customer peace of mind.

Not less important was the massive reduction of cost and time involved in the maintenance of the customer's processes.