



Embracing
New Ways of Banking
to Deliver **Superior**
Customer Experiences
for a Leading South
African Bank



Case study

An **RPG** Company





Overview

Leveraging the cloud for innovation and performance

Our client is a leading South African bank that was looking to embark on a digital transformation journey to deliver a seamless experience for its customers by leading them toward new ways of banking. The client's technology landscape comprised primarily of IBM Mainframe and legacy applications across the business portfolio, leading to increased costs and inflexibility. Modernization became critical and inevitable. Zensar worked closely with Microsoft Azure and the Raincode partner team to deliver a one-of-its-kind solution with significant cost optimization and enhanced user experience.

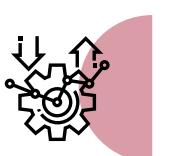
applications. Embracing digital transformation and modernizing the application core by leveraging the cloud was essential to optimize costs and achieve better availability, reliability, agility, and flexibility. Additionally, the client faced several other challenges:



Extensive release times for a new product launch via mainframe apps and an inability to cater to its digital program objectives was hindering any competitive advantage



Aging skill pool and lack of mainframe talent leading to operational challenges



Tightly integrated architecture caused a hindrance in decomposing into a microservices ecosystem



Challenges

Increased cost and inflexibility due to legacy mainframe systems

As a leading South African banking and insurance company for over 100 years, our client faced significant challenges of increasing costs and inflexibility resulting from legacy mainframe systems and



High operating expenses of running applications on the mainframe minimized the overall benefits obtained from new products



Key vendor dependency was becoming a growing challenge, and the client was looking at ways to retain the essence of the mainframe programs and skills without compromising overall performance and response time



We also followed the zero trust approach, implemented Azure multi-layered controls, and protected against evolving threats.



Further, we employed proprietary security frameworks and platforms to outline the strategy for application modernization and a faster approach and mechanism with minimal errors.



Solution

Transformation through modernization



Zensar worked closely with Microsoft Azure and the Raincode partner team to deliver a one-of-its-kind solution that resulted in cost optimization, COBOL programs that were retained without any rewrite, scalability via hyper scalers, and released the client from the IBM lock-in – using a proven 27-step modernization blueprint. Azure's global Mainframe team and the client's Mainframe Apps team praised the overall solution design, resilience, and transformation approach we implemented.





Business impact

Cost reduction and improved performance



60 percent reduction in the total cost of ownership (TCO) of the applications with little to no dependency on legacy maintenance skills



60 percent cost reduction in mainframe operations [million instructions per second (MIPS) cost to Azure bill of materials (BOM)]



Innovation at a faster pace as the architecture is now cloud compliant with DevSecOps pipelines built for COBOL and JCL workloads



37 percent reduction in the cost of IT operations



80 percent reduction in environment provisioning



Retention of core skills and modernization of environment to align with digital objectives of the enterprise



No manual interventions in operations



Easily upgradeable configuration



Improved security, performance, and reliability



Better interface, code performance, maintainability, cost, and faster time-to-market



Protection against distributed denial-of-service (DDoS) attacks



Data security, regulatory compliance, 24/7 availability, and support



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