



Leading UK Retail Bank Transforms CICS® Problem Solving

Boosting efficiency with Rocket® C\Prof

COMPANY OVERVIEW

A leading regional retail bank in Europe, employing over 7,000 people and maintaining a significant digital presence, ranks among the top ten in the region. The bank operates a long-established mainframe platform that runs core financial services using IBM® CICS® applications. In recent years, the institution has focused on technology modernization to enhance customer experience and streamline operations.

CHALLENGE

Bridging knowledge gaps to ensure CICS stability

One of the largest European retail banks relies on IBM® CICS technology for their core banking operations, from daily transactions to account management. During a major CICS upgrade, the bank encountered a critical internal challenge: the retirement and turnover of key CICS specialists.

CHALLENGE

The bank needed to solve IBM CICS issues rapidly, minimize business disruptions, and do more with fewer resources.

The loss of senior personnel created a knowledge and experience gap, leaving a smaller, less experienced team responsible for the stability of a vast and intricate CICS environment. With institutional knowledge rapidly dwindling, the team was under immense pressure to proactively manage and troubleshoot CICS application performance.

Any unresolved issues could disrupt business, impact customer service, and affect financial stability. The team was tasked with resolving complex CICS issues faster and more precisely, all without increasing their headcount.

SOLUTION

Transforming CICS management with smarter analytics

Recognizing the need for smarter analytics and faster problem resolution, the bank trialed Rocket® C\Prof. The results were immediate and impactful, showcasing how the right tools could transform their operations. C\Prof's ability to collect and aggregate trace data across multiple IBM CICS regions gave the team a complete, instant view of issues, even those spanning different parts of their environment.

This comprehensive visibility meant they no longer had to piece together fragmented information, accelerating the diagnostic process. The team could isolate and resolve a vendor product issue much faster than before, with intuitive transaction profiling and point-in-time snapshots. By drastically reducing time spent on diagnostics, the team could shift their focus from firefighting to proactive management and application development, dedicating more time to value-added activities.

SOLUTION

Rocket C\Prof was used to provide aggregated trace data and visibility across IBM CICS regions for fast, intuitive diagnosis of application issues.



RESULTS

Enhancing efficiency and building trust with Rocket C\Prof

By adopting Rocket® C\Prof, the bank achieved significant operational improvements, proving that strategic solutions can deliver substantial impact. Efficiency gains expanded the team's capacity, creating "virtual headcount" through smarter operations. This allowed the smaller team to handle the same workload without additional hiring, freeing up expert staff to focus on strategic initiatives.

Mission-critical IBM CICS issues were identified and resolved swiftly, often before they even had a chance to disrupt financial operations or impact the customer experience. Throughout this journey, Rocket's deep CICS domain expertise and collaborative approach were instrumental, building an invaluable foundation of trust and confidence.

The bank's technology team was not only pleased with the immediate results but became strong advocates for C\Prof. They are now actively exploring additional Rocket Software solutions to further optimize their operations.



Augmented team capacity

Increased efficiency allowed the existing team to handle their workload without extra hiring, freeing up valuable expert staff time.



Quicker problem resolution

Mission-critical issues are now identified and solved often before they impact customers, protecting essential operations.



Service continuity

The solution supports essential operations and improves customer experience through stable and reliable services.



Modernization. **Without Disruption.**™

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