



From Green Screen to Growth Engine

Driving operational efficiency and security with Rocket® Secure Host Access

COMPANY OVERVIEW

This global financial services organization relies on mainframe systems to power its customer-facing operations. With a large and distributed workforce handling high volumes of daily interactions, fast and reliable access to host data is essential to delivering quality service and maintaining a competitive edge.

CHALLENGE

Overcoming the limits of heritage host access

For organizations that depend on mainframe systems, the underlying infrastructure is rarely the problem. The challenge is what sits on top of it. For this financial services company, agents responsible for resolving customer requests had to interact with a cryptic host application and navigate a series of disconnected host screens just to complete a single task. Each step required moving from one screen to the next, collecting data manually before any action could be taken.

CHALLENGE

Heritage host access workflows were limiting agent productivity and making it harder to deliver consistent, high-quality service across a large-scale customer operation.

This made even routine work slow and cumbersome. Under pressure, call center agents could make errors. For newer staff, the learning curve was steep. As the organization grew and customer expectations rose, it became clear that the existing access model was a constraint on performance — not just for individual agents, but for the business as a whole.

The organization needed a better way to put host data in front of the people who needed it, without disrupting the mainframe infrastructure the business had relied on for years.

SOLUTION

Building a smarter host access experience with Rocket® Secure Host Access

Rather than replace the mainframe and abandon its significant investment in the building of a green screen application that runs core business functions, the organization found a smarter way to work with it. Using the .NET API within Rocket Secure Host Access desktop, an internal development team built a custom application that presents host data through a modern, purpose-built interface. Agents can click on buttons to automate workflows that pull information from multiple mainframe screens into a single, consolidated view, giving users everything they need without the complexity of navigating the underlying system.

The difference was immediate. Tasks that once required navigating through many screens could now be completed with the click of a visual button. Staff spent less time managing the system and more time on work that matters. The solution was also far easier for new users to adopt, removing the need to learn traditional green screen navigation from the ground up.

Throughout development, the team worked closely with Rocket Software's technical support, drawing on deep product knowledge and a long-standing partnership to make the most of the platform's advanced automation capabilities.

Looking ahead, the organization is expanding its use of Rocket Secure Host Access to unlock web-based host access, centralized management, and automated sign-on. These capabilities will further strengthen its security posture and support alignment with the regulatory standards shaping the financial services industry.

SOLUTION

Rocket Secure Host Access enabled the organization to build a modern, consolidated interface on top of its existing mainframe environment, leveraging APIs, automation, and centralized management.

EXPECTED RESULTS

Scaling efficiency and security across the enterprise

The productivity gains from the solution have been meaningful. Across the teams using the modernized application, the organization is recovering significant time — hours that translate directly into better service, lower operational overhead, and a stronger foundation for growth. Encouraged by those results, the organization is now expanding the solution to additional teams and business units. As it does, Rocket Secure Host Access is also supporting alignment with the compliance mandates that shape the financial services industry, including NYCRR 500, GDPR, DORA, and PCI DSS, helping the organization manage access with confidence as its footprint grows.

As adoption of Rocket Secure Host Access grows, the expected benefits deepen. Automated sign-on will reduce friction for end users and eliminate the burden of credentials management. Web-based delivery will make the solution easier to access and scale. Centralized management will simplify administration across a larger, more distributed user base. And built-in security capabilities will help the organization keep pace with evolving compliance requirements and grow without adding risk.



Significant productivity gains

Time recovered across the user base, freeing staff to focus on higher-value work rather than system navigation.



Faster, more consistent service delivery

Consolidated, automated host data access reduces time and effort per interaction, improving outcomes at scale.



A platform built to grow

From desktop to web, and from a single team to an enterprise-wide rollout, the solution scales with the organization's ambitions.



Stronger security and compliance alignment

Automated sign-on, centralized access controls, and alignment with financial regulations help manage access with confidence.

PRODUCT HIGHLIGHTS

Rocket® Secure Host Access

Key features

- .NET API and automation tools to build a modern, custom experience on top of existing mainframe infrastructure.
- Centralized management console for simplified, consistent administration across all users.
- Web and desktop client support for flexible, scalable deployment.

- Regulatory compliance support aligned with financial industry standards.

At a glance

- Meaningful productivity gains across large-scale operations.
- Modernized user experience delivered without disrupting core systems.
- A future-ready platform designed to scale across the enterprise.



Modernization. **Without Disruption.**™

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