



Turning Green Screens Into Growth

Streamlining workflows and strengthening security with Rocket® Secure Host Access



CHALLENGE

Outdated host access was holding agents back

Agents at this financial services company had to navigate a maze of disconnected mainframe screens just to complete one task. **The manual process slowed service, increased the risk of errors under pressure,** and made onboarding new staff far harder than it needed to be.

- **Fragmented workflows**

Agents navigated multiple host screens and manual data entry to resolve a single customer request.

- **Steep learning curve**

New hires struggled to navigate complex green screens, delaying their ability to serve customers effectively.

- **Growth constraints**

Heritage access methods limited performance just as customer expectations continued to rise.

SOLUTION

Modernizing host access with Rocket® Secure Host Access

01 Custom modern interface

An internal team used the .NET API within Rocket Secure Host Access desktop to build a purpose-built application.

02 One-click automation

Buttons now trigger workflows that pull data from multiple mainframe screens into a single, consolidated view.

03 Expert partnership

Close collaboration with Rocket Software's technical support helped the team unlock advanced automation capabilities.

04 Future-ready roadmap

Plans to add web-based access, centralized management, and automated sign-on will deepen security and compliance.

EXPECTED RESULTS

Efficiency and security gains that scale

Hours saved daily

Streamlined workflows recover time lost to manual screen navigation.

Enterprise-wide expansion

Early results are driving the solution's rollout to additional teams and business units.

Compliance-ready access

Compliance spans financial services, data privacy, resilience, and payment security.