



## BUSINESS CHALLENGE

Thousands of workers throughout this leading telecommunications provider rely on a session manager to gain fast, easy access to their business-critical mainframe applications. So, when the organization's existing system – IBM Session Manager – was withdrawn from the market, the search was on for a reliable replacement that could be installed quickly, without impacting user experience.

## TRANSFORMATION

Tubes for z/OS from Macro 4 was chosen because it was a 100 per cent compatible replacement for IBM Session Manager. No complex configuration or menu changes were needed, which made switching simple, straightforward and risk free.

We have a great relationship with Macro 4, and the support and advice we've had has been excellent. I have no doubt that if we'd come across any problems during or post the implementation process, they would have stepped in to help, but we've had no issues at all. Tubes just gets on with doing what it's supposed to do: making the mainframe more accessible across our organization.

## A LEADING TELECOMMUNICATIONS COMPANY

Tubes session manager delivers fast, user-friendly access to thousands of mainframe applications, following a seamless, risk-free implementation

With over 30 million customers in more than 180 countries worldwide, this multinational telecommunications company is a leading provider of fixed-line, broadband, subscription TV and networked IT services.

The mainframe has been at the heart of this organization's IT infrastructure since the early 1980s. As a core business-critical system, the data and processes it supports touch almost every aspect of their business, from the network, customer order processing and billing, right down to controlling how individual communications links are connected. Forty years on, and the mainframe is as vital to the company as when it was first implemented.

## BUSINESS BENEFITS

**PROVIDED 35,000 USERS WORLDWIDE**  
with user-friendly access to more than 3,000 mainframe applications

**ELIMINATED BUSINESS RISK**  
by enabling a seamless implementation process

**MINIMIZED IMPLEMENTATION TIME AND COST**  
as migration to Tubes took just one afternoon

## MINIMIZING DISRUPTION AND BUSINESS RISK

Imagine having to shoulder the responsibility for changing the way nearly 35,000 employees worldwide access thousands of software applications on the mainframe – without impacting user experience or service levels.

That was the challenge facing one Senior z/OS Systems Engineer when he was tasked with finding a new solution to replace the company's IBM Session Manager software, which was being withdrawn from the market. And unsurprisingly, given the primary role the mainframe plays within business operations, the number one requirement in replacing IBM Session Manager was ensuring continuation of service.

When reviewing the market for a replacement session manager, only three suppliers were found who were committed to ongoing product development. Tubes for z/OS from Macro 4 offered a no-risk option because of its advanced functionality, and because it would work straight out of the box with the organization's existing system manager configuration.

The Senior z/OS Systems Engineer went on to explain:

"I wasn't willing to take any risks. Imagine waking up to find your thousands of users can't access their applications! The impact on our business would have been catastrophic so it was imperative that the switch to a new session manager would guarantee seamless service. Tubes has all the same technical capabilities as IBM Session Manager so I had every confidence that it would be a smooth transition."



A session manager is essential for providing fast access to more than 3,000 applications on our mainframe, so it was really important that we made the right decision.



## ENABLING SEAMLESS COMMUNICATION AND INCREASING EFFICIENCY

As well as providing secure access for staff, the system also supports thousands of robotic processes that interact with the mainframe to perform a wide range of high-volume, repetitive tasks.

These robotic processes also enable critical communication with other platforms, and integrate information from the mainframe with the rest of the business. The Senior z/OS Systems Engineer continued:

“You can see how fundamental it is that these processes work effectively. With Tubes in place our robots are working efficiently and freeing up time for our staff to perform more high-level tasks such as serving our customers. What’s more, many employees won’t even know they’re using a mainframe because they access it from their PC through other systems or the robotic processes, and that’s the beauty of it.”

The move to Tubes was simple, with no complex configuration or menu changes needed. From a single sign-on, Tubes presents users with a single menu through which they can access all of their applications. Switching easily between each application without having to exit one and log in to another saves time and enables users to work more efficiently.

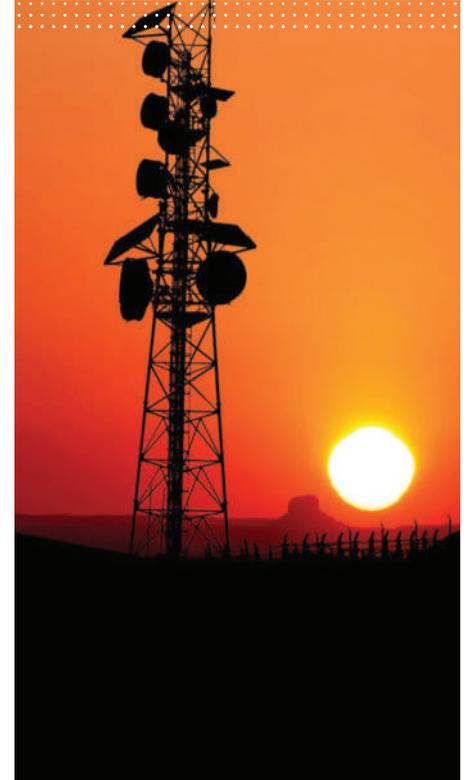
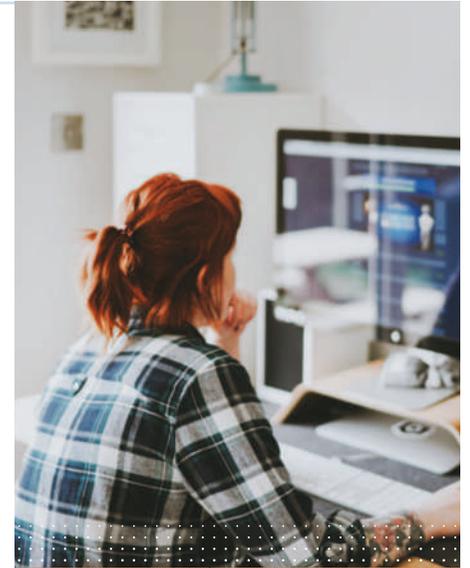
## DELIVERING A SPEEDY MIGRATION – IN JUST ONE AFTERNOON

“When I installed and tested Tubes on our build system it was up and running in just one afternoon,” said the Senior z/OS Systems Engineer. “This meant the whole migration could be completed very quickly by my own team, with no risk to the business and without the need for outside help.”

By contrast, he estimated that the other session managers on his original shortlist would have taken a minimum of one year to implement, requiring significant changes to their internal systems, and forcing the company to hire external consultants to help with the transition.

The implementation process was simple and straightforward, he went on to explain:

“Tubes was able to support our existing configuration and hierarchical menu structure without us having to change anything. The other products could only offer dynamic menus, which would have meant modifying our systems, causing massive disruption and business risk. What’s more, the user interface looks and works exactly as it did before, which keeps our users happy, with no training needed.”



## SUPPORTING A MOBILE WORKFORCE

Looking to the future, the organization is reviewing some of the additional features offered by Tubes to further improve productivity and user experience.

“We’re interested in the Tubes web interface, which would allow us to securely access our mainframe applications on the go instead of being tied to a terminal emulator at our desks. This could really help our support teams, who would be able to fix any issues from a smartphone or tablet while they’re off site,” said the Senior z/OS Systems Engineer.

“New capabilities like web access give us real confidence that Macro 4 is investing in session management for the long term. We’ve definitely made the right choice with Tubes.”



### THE NEXT STEP

Read about other companies who have used Macro 4 software solutions to transform their organizations [www.macro4.com/resources](http://www.macro4.com/resources) or contact us to learn more.

#### Please contact us to learn more:

USA Tel: +1 973 526 3900 Email: [market.usa@macro4.com](mailto:market.usa@macro4.com)  
Europe Tel: +44 1293 872000 Email: [market@macro4.com](mailto:market@macro4.com)

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[www.macro4.com](http://www.macro4.com)

Tel: +44 1293 872000

Email: [market@macro4.com](mailto:market@macro4.com)

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