IBM

M&I Data Services saves time and money with S/390 at its core.

Application	Enterprisewide e-mail, calendaring and workflow system; workflow, process-and sales lead-tracking applications
Business Benefits	Enhanced information sharing; scalable, cost-effective solution supports new applications without need for additional hardware; about 3,700 users and growing at about 100 per month
Software	Lotus® Domino™ for S/390®
Hardware	IBM S/390 G4 Parallel Enterprise Server™
Services	IBM Global Services

M&I Data Services, a division of leading financial holding company Marshall & Ilsley Corporation, is one of the top software and information management solutions providers for global financial institutions. So it's apparent why it was frustrating, yet ironic, when employees at the Brown Deer, Wisconsin company had trouble communicating internally and with the outside world because their Microsoft Mail e-mail solution crashed frequently. "We're a technology company and we weren't able to rely on one of the most basic technology tools," recalls Jon Wallace, manager of Web technologies at M&I Data Services. With 3,300 customers—mostly banks—

in its fiercely competitive industry, M&I Data Services couldn't afford to be out of the loop.

"S/390 is the core of our IT infrastructure. It works so well, it's almost invisible."

—Jon Wallace, Manager of Web Technologies, M&I Data Services

Not only did M&I Data Services need a new e-mail application, but it also needed a robust and scalable platform to support this—and more—business-critical applications in its thriving enterprise. The com-

M&I Data Services counts on S/390 servers to be the backbone of many of its mission-critical applications.

pany already had IBM S/390 servers handling its back-end transactions. So, M&I Data Services immediately saw the benefit of IBM's suggestion that it leverage its investment and expertise in S/390 for its latest needs. The company deployed an S/390 Parallel Enterprise Server with Lotus Domino for S/390.

Today, 3,700 of M&I Data Services employees not only have a reliable and efficient communications tool, but they also have a solution for managing their workflow and schedules. And, the company is developing more than 100 new applications—from sales lead-tracking programs to enterprise wide workflow and process-tracking programs—all running on the same S/390 server.

"S/390 provides the horsepower to support our business-critical applications," says Wallace. "Whether we need to add new applications or additional users, we know S/390 will accommodate the processing load without a hitch."

S/390: a behind-the-scenes backbone

M&I Data Services brought in a S/390 G4 Parallel Enterprise Server and set it up to serve as the Integrated Coupling Facility (ICF) for its Parallel Sysplex environment and as the platform for both Lotus Notes e-mail and Lotus Notes groupware applications. IBM Global Services worked with the organization to build a Lotus Notes logical partition (LPAR) using OS/390 Version 2.5. Recently, the organization upgraded its systems to accommodate the anticipated surge in both new mail users, and new Notes-based applications.

"The high performance of our S/390 server is also great for all of the month-end, batch-processing jobs we have, such as generating and printing financial reports," notes Wallace. "And because load balancing is one of S/390's greatest strengths, we don't expect we'll tax its CPU resources."

So far, M&I Data Services is on pace to double the amount of e-mail messages in its environment every eight months, and is doubling its applications workload every six months—without the need for any adjustments to its S/390 infrastructure. And, its IT team now has more resources for developing new applications. Using S/390 logical partitions (LPARS), the team can run development, test and production systems simultaneously on the server—generating efficiency and saving on the costs of having to purchase additional servers.

The core of their IT infrastructure

Seeking a robust server platform for its messaging solution, M&I Data Services also evaluated Microsoft® Windows NT and Sun Microsystem's Solaris™ operating environment. With Data Service's open systems environment of over 160 production HP and Sun servers, and many smaller Compaq and IBM Netfinity® servers, there were many platform options to chose from. However, the consensus was that S/390 makes applications run better, and reduces costs as the organization scales its capacity upward.

Because Lotus Notes keeps improving its operating efficiency on the S/390 platform—with coordinated improvements to both the operating system and the Lotus Notes code—the company anticipates that it could now double its processing capacity without having to invest in any additional hardware. Wallace concludes, "S/390 is now the core of our IT infrastructure. It works so well, it's almost invisible. And because it is so reliable, and we don't have to spend time making upgrades every quarter, we can focus on developing new applications and returning real value to our internal customers."

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