

FTSE 100 Firm Upgrades Their Unsupported IBM Software to Manage Risk

Challenge

An FTSE 100 professional services firm had planned a migration from IBM to an alternate technology provider’s solution. Challenges in the migration and project meant that they were unable to migrate from IBM API Connect and IBM ACE prior to the software reaching its end of support date. The consequences of the delayed migration meant their Cyber Essentials Plus certification would be at risk, which in turn would have a severe business impact, particularly due to the types of clients they have.

Solution

To address the immediate problem, Responsiv provided extended support on the out-of-support software. This namely concerned: IBM API Connect v5 and IBM IIB v10 (now IBM ACE), which relieved the imminent stress and security risks of unsupported software.

To upgrade the software to the latest version, a design workshop was conducted to provide detailed runbooks for two upgrade paths:

1. To upgrade the software on premise
2. To upgrade and migrate the software to the Azure Cloud

Providing two options allowed the customer to make a strategic decision with all the facts in hand.

Once a preferred path was chosen, Responsiv provided a sandbox for isolated API testing and verification. A parallel migration was conducted to reduce the risks of migration, such as production outages. The project was completed successfully in December 2022 with the customer being fully migrated to the latest version of the Responsiv Unity API Bundle, which supports the required IBM software.

A Responsiv Assist contract was also provided to support the customer with code remediation and future support.

About Responsiv

Responsiv can help ensure the success of your IBM upgrade project(s). We can then support and augment your team’s skills in the following IBM technologies: ACE, MQ, API Connect, DataPower, BAW, CloudPaks, ILMT.

Industry

FTSE 100

Solution Components

IBM API Connect

IBM DataPower

IBM ACE

Responsiv Unity API Bundle

Responsiv Assist

Key Benefits

Mitigated Compliance Risk by Supporting and Upgrading Out of Date Software

Maintained Cyber Essentials Certificate

Financial Benefit of Responsiv Unity API Bundle

Ongoing Support from Responsiv Assist