



# MANAGED MAINFRAME SERVICES

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Mainframe as a service (MFaaS)



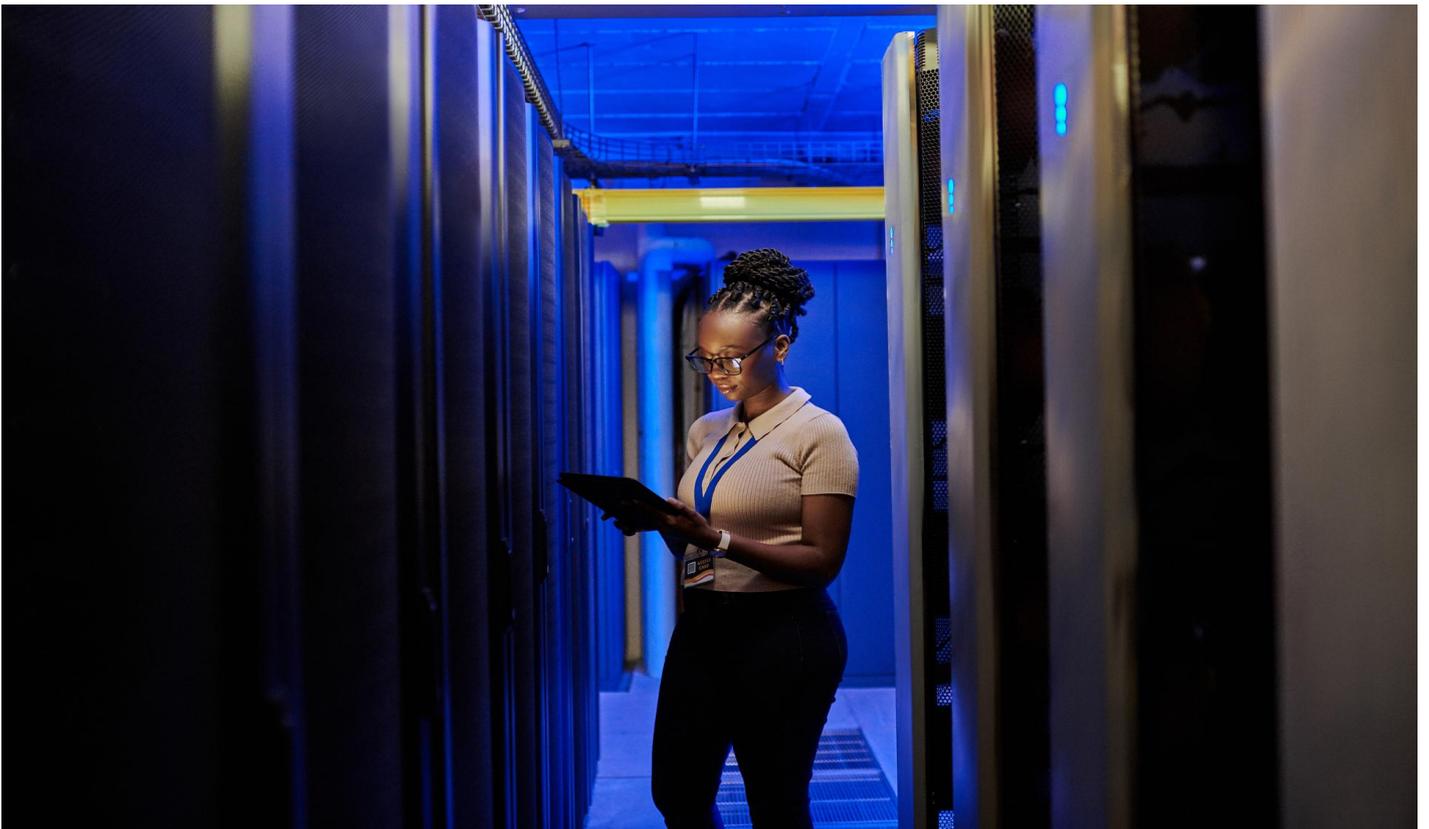
## MANAGING THE BACKBONE OF TODAY'S ENTERPRISES

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The mainframe has been declared obsolete so many times over the years, it's sometimes hard to believe that it still has a role to play in the enterprise world. Despite newer technology such as cloud computing coming into the picture in recent history, the key role and core benefits of the mainframe – reliability, security and scalability – haven't changed.

In fact, IBM recently reported that 71% of Fortune 500 companies depend on mainframes for their business-critical transactions and data processing. And according to Allied Market Research, the global mainframe market is expected to reach a staggering US\$2.90 billion by 2025.

The mainframe is alive and well, but many modern enterprises are struggling to manage the mainframes they have today due to the need for substantial investments in software, hardware and support. FIS® has the expertise and premier technology to solve those issues and reduce your TCO by managing, operating and supporting your mainframe systems through a variety of engagement models.



## REDUCE COSTS WHILE INCREASING IT FLEXIBILITY

Certified as an IBM Premier Business Partner, FIS supports over 100,000+ mainframe MIPS and provides full life-cycle management of the computing architecture. Our flexible engagement models allow our clients to leverage and optimize IBM hardware while enabling their software to operate efficiently and effectively to meet daily business demands.

### Breadth of solution portfolio

Our mainframe as a service (MFaaS) solution is the full package:

- 24/7 production control and scheduling
- Batch monitoring
- Comprehensive technical support
- IBM and ISV software management
- RACF/ACF2/Top Secret security
- SLA metrics reporting
- LPAR capacity management
- Performance tuning
- Storage-replicated disaster recovery
- Account management and governance

FIS' enterprise relationship and buying power from industry-leading hardware and software technology partners translates to exceptional, best-in-class pricing for our clients.

### Premier support infrastructure

With more than 300 experienced mainframe programmers, plus hundreds of command center personnel and support staff resources averaging 25+ years of experience in the industry, FIS offers exceptional value that's not readily available elsewhere in the market. We have multiple mainframe data centers to support geographic diversity and provide you with primary and disaster recovery options.

### Comprehensive service

With our rich technology history and more than 50 years of experience supporting and managing mainframes, we have developed best practices that are coupled with strong integration of core service disciplines. Along with the support of the mainframe environment, you can also augment services with application maintenance and development and expert guidance in creating a robust security posture and compliance regimen.

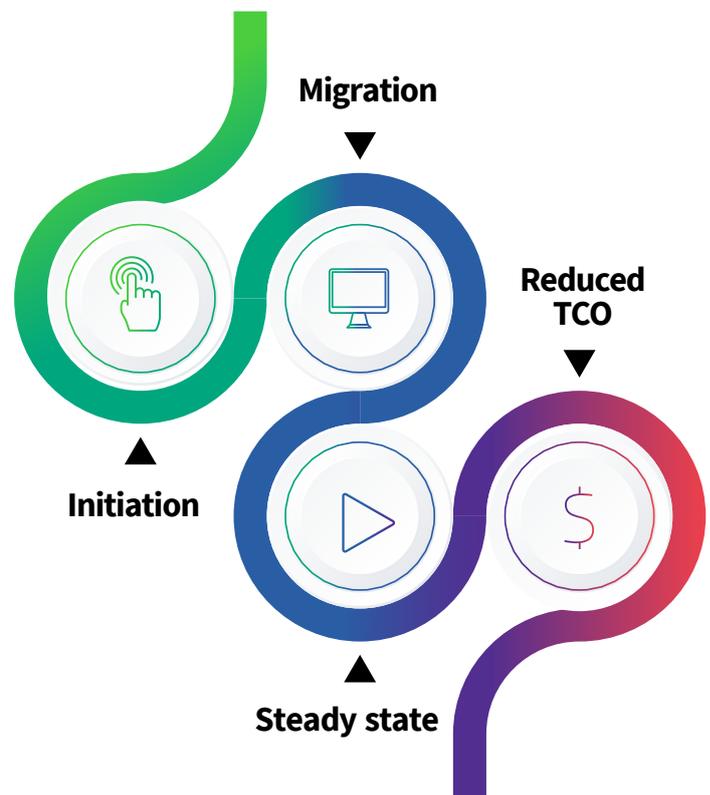
### Analytics-driven delivery

Being a leader in building solutions on AI/analytics/automation-based solutions, FIS understands that data is the foundation of growth. We have developed a suite of metric-based performance tools and reports designed to give you visibility and transparency into your hosted mainframe applications and operations along with automated alerts and scheduling.

FIS also has the tools and processes in place to analyze your consumption patterns, which allows us to predict demand cycles and accommodate consumption changes without additional capital investment.

### Low risk transition

Leverage our three phase Transition Excellence and Migration Model (TEAM) to experience little to no service disruption and simplify the overall process, allowing technical teams to focus on strategic projects and services.



## WHY FIS MAINFRAME SERVICES?

As a leading technology solutions provider with more than 50 years of experience supporting mission-critical mainframe systems, FIS serves enterprises of all sizes across many industries, including financial institutions, insurance, energy and utility, manufacturing, retail, as well as government, education and public sector businesses.

As an IBM Premier Business Partner, we provide our clients with the confidence that they are working with a partner that has and will continue to deliver superior mainframe services and support.

Our IBM relationship and certification also enables us to sell new and refurbished IBM mainframe and storage systems, along with associated IBM maintenance, software and financing for added partnership flexibility.

### Multiple engagement models – Choose what’s right for you

- Mainframe as a service (MFaaS)
- Remotely managed mainframe services
- Mainframe modernization/Managed cloud services

### Increase performance, scalability and flexibility

- MIP and storage elasticity/usage-based provisioning
- Flexible contracting and predictable pricing

### Reduce costs and improve efficiencies

- Adjustable mainframe capacity
- Technology currency (N, N-1)
- Convert CapEx into OpEx

### Address key staff risk

- 24/7 access to technical and operational resources
- Mitigate labor risk and cost

## Success stories

A global bank based in the U.S. struggled with legacy mainframe application enhancement and upgrades. The bank partnered with FIS, and within a short period of time they gained operational and performance benefits that improved transaction volumes and response times. The FIS platform also reduced the risk of outages and service disruptions and reduced the bank’s total cost of ownership.

A large, U.S.-based insurance company contracted for remote management of their mainframe environment to alleviate key staffing difficulties. After years of success with FIS, the company decided to expand their partnership to include a comprehensive MFaaS model. In this model, FIS provides all infrastructure (hardware and software) and managed services, including technical support, operational functions (including production control and scheduling), security management, storage management, capacity management, performance management, incident and change management, configuration management and disaster recovery services. The insurance company saw a major reduction in annual mainframe spend that has enabled them to focus on other core areas of their business.

And for those who are ready to migrate their applications from the mainframe into the cloud (public, private or a hybrid), FIS can help facilitate your journey and support and protect your environments once you get there. No matter where you are in your cloud journey, we are here to help with **FIS Managed Cloud Services**.

From modernizing and optimizing legacy systems, to migrating workloads and applications to the cloud, FIS strives to be an ongoing, trusted partner along your entire IT transformation and modernization journey.

## Why FIS

FIS leverages industry-experienced account management, customer care, technical services, operations and clerical personnel to support our customers' tactical and strategic organizational needs. We facilitate communication to help strengthen the working relationship, enabling us to react more quickly to your organization's changing requirements.

FIS customers have access to modern technologies that offer flexible utilization and pricing options. In addition, our customers gain access to highly experienced mainframe talent with industry knowledge, thereby reducing business and human resources costs.

With a secure-by-design philosophy, every action and decision is scrutinized through the lens of security. Our priority is to protect the financial interactions of our clients' customers. Cybersecurity has no end state, so constant vigilance and self-improvement are essential to countering threats.



## About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, system performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor's 500® Index. To learn more, visit [www.fisglobal.com](http://www.fisglobal.com). Follow FIS on Facebook, LinkedIn and Twitter (@FISGlobal).

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PAYS, BANKS AND INVESTS™**