

# Case Study: IBM MQ Infrastructure

## About the Client

**American Express**, one of the oldest and largest banks in the world, operating in more than 130 countries.

## Client Situation

American Express wanted to provide services to its customers over the Web. However, there was no integrated access to over 20 important applications, which were deployed on different platforms and at geographically distant locations. These applications were largely operating on a stand-alone basis. American Express wanted to leverage their current technology infrastructure and web-enable the applications through the use of messaging based middleware for enterprise application integration (EAI).

## Our Solution

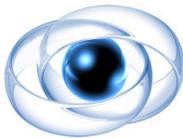
Over a period of 18 months, CS Solutions, Inc helped American Express with implementing middleware infrastructure to integrate applications throughout the enterprise including strategic applications such as Corporate Purchase Card, Direct Brokerage, Digital Wallet and MyAmex.com. Examples of help CS Solutions provided include:

- Deployed IBM MQSeries based messaging communication infrastructure throughout the enterprise and linked applications hosted in several locations including Phoenix, Minneapolis, New York, and Mexico, and business partners' applications (B2B), e.g., PNC Bank, Pittsburgh
- Deployed Candle Command Center to monitor MQSeries on every system to ensure 24x7 reliability
- Integrated Candle Command Center on each MQSeries enabled system (Windows, Unix, Mainframe) with CA Unicenter used for enterprise wide system monitoring
- Helped American Express technical staff in deploying IBM MQSI message broker architecture to provide an enterprise wide "Middleware Hub"
- Helped American Express technical staff with 24x7 level 2 support for MQSeries, IBM TX Series, and other middleware gateways

***Helped American Express communication services and middleware group with setting up a test lab for conducting assessment and pilot projects for cutting edge middleware messaging, message broker, workflow and web application server technologies including IBM Websphere and BEA Weblogic.***

## Benefits

- American Express realized an estimated 30% cost savings in implementing their middleware infrastructure by utilizing CS Solutions
- A dependable middleware infrastructure helped American Express to develop an integrated web portal and provide seamless online services to their customers
- The enterprise wide deployment of system monitoring tools reduced system downtime significantly enabling superior customer service and reduced support costs
- Our knowledge transfer process helped American Express contain employee retraining costs and retain key employees



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