

# Kforce Global Solutions

## Capability Statement

### Legacy System Support

#### Business Challenges

Most companies today have critical business applications that could be categorized as 'legacy', i.e. applications based on old technology but which continue to serve the business. These applications can present unique challenges, such as a lack of accurate or insufficient documentation, deficiency of skills required for support, and scarce knowledge and expertise in how the application functions. Companies that do not adequately support these applications with a knowledgeable team and appropriate tools run the risk of having a mission-critical application fail. Maintaining support with hard to find skills for these applications can be costly. Migration of the application to a new platform may be an option; however, this can also be a challenge since skilled resources are required to harvest the business content of the legacy application and the cost required to develop a new system can be significant.

#### Kforce Global Solution

Global offers services in all areas of Legacy System Support, specializing in Mainframe and DEC VMS™. We have an established Center of Excellence for Legacy System Support that focuses on the above two areas and their related databases, programming languages, diagnostic tools and utilities. Example technologies include:

	Mainframe	DEC VMS
<b>Databases</b>	DB2™, IDMS™, IMS, VSAM™, ADABAS™	Oracle™, Ingres™
<b>Programming Languages</b>	JCL™, Cobol™, PL1™, CICS™, ADSO™, Easytrieve™, MQ Series Messaging™	Cobol™, PL1™, SQR/SQC Script™, DCL Script™, SQL Script, Bespoke™
<b>Diagnostic Tools</b>	Intertest™, Expediter™, \$avrs™, Beta92™	DBAnalyzer™, DEC VMS Monitor CPU Usage™, DEC VMS Monitor Active Process™, DEC VMS Check Batch /Print Queues™, DEC VMS Accounting Utility™
<b>Utilities</b>	DB2 QMF™, ISPF™, IDMS Culpit™, Selcopy™, FileAid™, Zeke –Job Scheduler™	SQLPlus™, Isql™, Iquel™, Qbf

Global is well positioned to rapidly supply services or augment client capabilities with experienced, cost effective resources and solutions. We can supply services from our Philippine delivery centers, or deploy resources in combination with client or Global resources on site.

#### Value & Results

Global has a history of providing innovative solutions to meet our clients' specific needs and has diverse experience supporting Legacy applications for our clients. For example, we are currently supporting a large Legacy environment for a major insurance broker including enhancements and 24/7 support. Since Global began supporting the environment we have steadily optimized and streamlined the support process. This has led to the average number of support tickets being reduced by 34% when compared to the previous year, and to a reduction in team size of 18%, demonstrating that Global is proficient at doing more with less.



For more information: [www.kforceglobal.com](http://www.kforceglobal.com)

#### INDUSTRIES SERVED

- Financial Services
- Insurance
- Healthcare
- IT Products/Services
- Manufacturing
- Pharmaceutical

#### GLOBAL CAPABILITIES

- Application Development and Support
- Legacy Application Support
- Quality Assurance
- Web Development
- Infrastructure Support and Service Desk
- Business Process Management
- Staff Augmentation

ISO 27001:2005 Certified