

## CASE STUDY



### CLIENT >

### Conversent Communications

Conversent Communications, Inc. is a facilities-based communications provider that offers businesses a broad portfolio of voice, data and Internet Services that are bundled to meet the specific needs of each customer.

### CHALLENGE >

Conversent Communications was faced with a critical and time-sensitive infrastructure challenge. They had been hosting their back-end customer billing system, Aptis, and their billing data on an AS400 iSeries which was owned and operated by a business partner. When the business partnership dissolved, Conversent Communications needed to either bring their billing function in-house or immediately replace the hosting and maintenance services with a reliable, alternative vendor that operated securely and around-the-clock. Since their in-house team was not fluent with the AS400 and iSeries environment, they urgently needed expertise to immediately transition the system then maintain its availability and security moving forward.

### Conversent Communications needed to >

- Migrate their billing system to another iSeries
- Develop a strategy for hosting and maintaining their customer billing function
- Partner with a resource with iSeries (AS400) experience

### SOLUTION >

Conversent Communications initially consulted with First Option to determine the most appropriate plan of action to transition the system and data. First Option swiftly reacted, and using their industry, programming, and operational expertise, outlined a migration plan to restore Conversent's iSeries software and data to an entirely independent AS400 system, housed in a secure facility. First Option successfully completed the transition within 48 hours.

Next, Conversent Communications needed a plan to ensure ongoing system administration and management. After considering in-house and outsource options,

Conversent Communications opted to outsource the system administration rather than take on the burden and expense of an in-house operator.

Once again, they capitalized on First Option's expertise and contracted with them as their system administration and maintenance provider.

First Option now functions as Conversent Communications' AS400 support team and ensures the availability and security of the system. First Option handles all operational duties relating to the upkeep of the system including backups, system assessment, hardware upgrades, software upgrades and PTF installations.

### RESULT >

Their immediate attention and expertise resulted in the seamless transition of the billing system to alternative hardware without downtime and within a 48 hour time period.

First Option continues to guarantee performance through their ongoing vigilance and extensive system administration knowledge. As an experienced IBM business partner First Option is a reliable resource for Conversent Communications who regularly consult with them on growth trends, system performance, and upgrade planning.

### EXPERTISE >

- Project Consulting
- System Administration and Management
- Project Management



Conversent Communications capitalized on First Option's expertise...

