

Jeskell Enables a U.S. Government Law Enforcement Agency to Refresh their Aging VTL Technology without Down Time

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THE BUSINESS CHALLENGE

Faced with aging infrastructure with two IBM Virtual Tape Library (VTL) TS7720 this Federal Law Enforcement customer wanted to refresh their VTL technology. The two TS7720s were part of a GRID located over 2000 miles away providing continuous 24x7x365 availability in support of a several highly sensitive applications running on IBM z14 mainframes.

The aging TS7720s slated to go end-of-support by IBM in April 2020 required the customer deinstall, install, remove from GRID and migrate all data on each TS7720 to the new replacement IBM TS7770s without an outage and any performance degradation. This all had to be accomplished with 45 days from delivery of the each TS7770 systems at their respective site. One of the biggest issues the customer faced was the loss of skilled personnel through retirement and worldwide Coronavirus Pandemic.

THE SOLUTION

Jeskell Systems storage specialists and subject matter experts (SMEs) Woodie Brandon, Russ Schneider, and Dale Duckwitz worked with the Federal customer, and IBM support services representatives to understand the complex issues to maintain customer business availability and continuous performance requirements.

The Jeskell team, having significant experience with mainframes and VTL installations, data migration, GRID setup and performance tuning / monitoring, provided insights on critical points to ensure all availability and performance requirements would be met and maintained.

Jeskell, with assistance from IBM storage SMEs, provided detail presentations and briefing on the TS7770 features and capabilities over a period of 10 months. This period included tracking the IBM z14 installations and preparing the customers for migration to of the new TS7770s and fully utilize VTL's end-to-end encryption, throughput, and performance capabilities. In addition, Jeskell focused on ensuring the support for the aging TS7720s was main-

tained through the complete installation of the TS7770s and the migration of all data to new VTLs was completed.

Detailed installation and migration plans were developed and technical delivery assessments (TDA) were scheduled for each TS7770 at each site. TS7720 installed configurations were reviewed in detailed and used to provide new enhanced TS7770 configurations. Tools such

as VEHSTATS were used to gather periodic workload performance and throughput measurements.

Once the new TS7770 systems were delivered to each location and physical hardware installation was complete Jeskell worked with the customer to complete the logical setup and data migration. Installation support at each site was done simultaneously as planned and technically capable.

The installation, data migration, and TS7720 replacement with TS7770s was completed with minimal issues. The customer was completely satisfied with support, professionalism, and expertise provided by Jeskell Systems.

“This was an excellent example of how including Jeskell Systems Services resulted in a smooth and successful refresh of tape technology for a customer with high availability, continuous operation, and high-performance requirements. Jeskell working with IBM demonstrated the benefits of strong IBM Business Partners relationships ensuring that a Federal Law Enforcement agency continue to meet their daily mission critical objectives.” -- Woodie Brandon,

Jeskell Sr Consultant Account Exec

RESULTS

- Support was provided for the aging TS7720s throughout the transition.
- Jeskell worked with the customer to complete the logical setup and data migration after delivery of the new TS7770 systems.
- The installation, data migration, and TS7720 replacement with TS7770s were completed with minimal issues or downtime.

ABOUT JESKELL

Since 1991, Jeskell has been a leading IT provider for federal and defense clients. As a highly skilled organization of SMEs, Jeskell empowers prime contractors to provide next generation capabilities. Jeskell delivers results by focusing not only on the products, but the people that must use them after integration.

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