

Outsourcing Graveyard Shift Operations

Whitepaper

Staffing night, holiday and weekend shifts at Data Centers has been a constant source of concern for CIOs and CTOs, as finding qualified and skilled resources within bounds of cost remains a challenge. Does outsourcing of Graveyard Shift operations to a competent Mainframe service provider a viable solution?



Maintec Technologies, Inc.



Outsourcing Graveyard Shift Mainframe Operations Support

Today's highly competitive and changing business environment demands 24*7*365 availability of IT operations. Lack of availability of critical IT resources can affect the productivity of companies thereby directly affecting the organization's growth. Global data driven enterprises rely on IBM mainframe systems to house their mission critical information. Mainframe based Data Centers play a vital role in developing, automating and maintaining IT operations for these global enterprises. As Mainframe operations are the 'heart and soul' of IT departments in such organizations, it is imperative that these setups should run dynamically round the clock while remaining cost effective. The shortage of resources with required knowledge and skill levels in the Mainframe world is already a cause of concern, setting up a full-fledged team to work in second, third, weekend & holiday shifts has been a constant source of concern for CIOs and CTOs as Finding qualified and skilled resources within bounds of cost are the two major challenges that mainframe industry is confronting now.

In-house resources of global organizations are not only a huge cost for working in graveyard shifts due to premiums attached but also manageability is a major challenge. In this slowly recovering recession hit economy, Governments are passing amendments in policies that are adding to many organizations total cost of operations. Hence there are efforts at high level in these organizations to cut costs without compromising on service availability and business continuity. Flipside of the coin is that working at graveyard shifts is the least preferable by the workforce due to various factors such as various health issues, incompatibility with leisure time to be spent with the family, altered sleep habits, etc. As a result, resources usually get paid a significant differential for working at night; which for businesses is the increased cost of operations during night shifts compared to that of normal shifts.

Major Challenges in Availability of Mainframe Services

- ***Difficulty in finding skilled resources to work in the second, third, weekend and holiday shifts.***
- ***Higher wages for availing in-house resources to work in these graveyard shifts.***

In this age of shortage of mainframe resources and increasing wages trend, running mainframe based services with 100% availability is just not a cakewalk. Addressing these manageability concerns internally has been proved to be complex, resource intensive and costly. Outsourcing of graveyard shift operations to a country that not only opens up access to a

Graveyard shifts: Why India

- *Graveyard Shifts in most of US is prime shift or day shift in India.*
- *Resource availability for working in 2nd, 3rd, weekend and holiday shifts.*
- *Skilled resources are available at an optimum cost*

large pool of highly qualified and skilled Mainframe professionals but also offers the time zone advantage is the most feasible solution.

How outsourcing can address the issues with graveyard shift working?

India, proudly, holds the successful history of offshore outsourcing for the last several years. The industry over the years has matured enough to undertake global organization's mission critical IT operations. In the current scenario of scarcity resources to work in the graveyard shifts and the higher wages for the in house resources, CIO's and

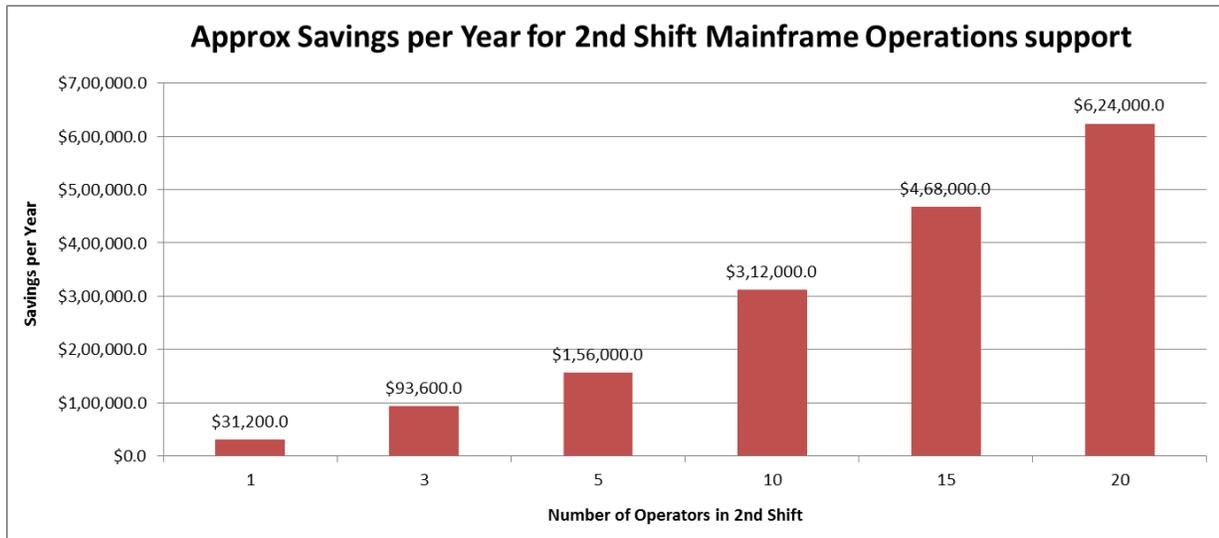
CTO's are considering outsourcing to India as the most viable option. The graveyard shift in global work destinations is the prime shift or the day shift in India. This indeed is an advantage. The availability of skilled resources at an optimum cost is another most desirable factor for outsourcing to India. It is apparent that the resource with same technical skill set should have to be paid three times higher the wages of a remote staff from the outsourcing destination.

Benefits of outsourcing graveyard shift works in Mainframe operations

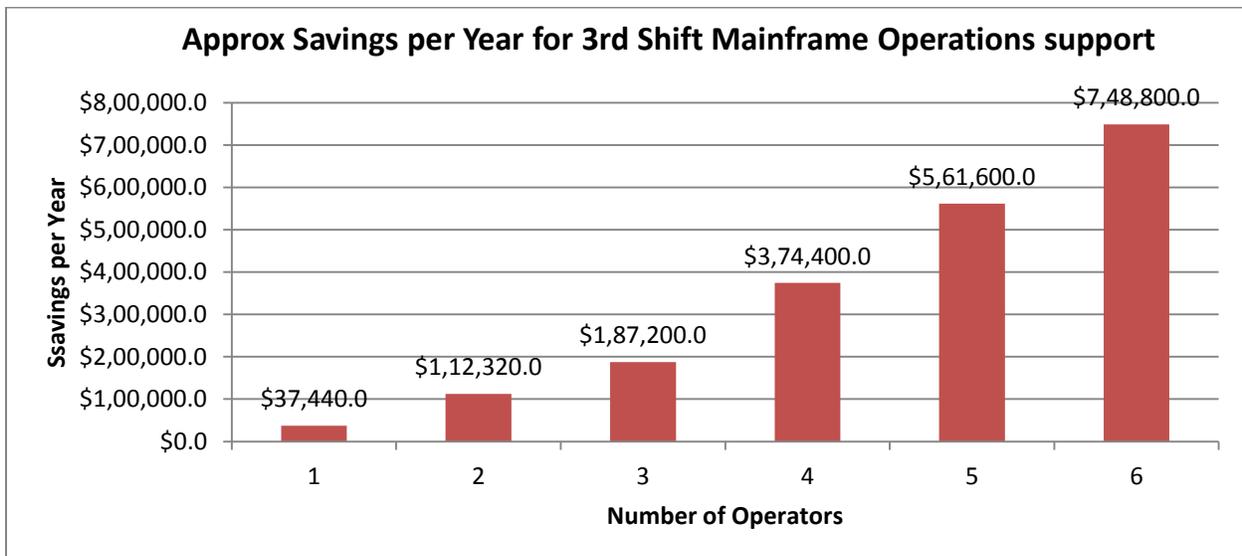
- Availability of skilled Mainframe resources
- Continual work in night, weekend, holiday shifts
- Qualified and trained mainframe resources matching skill levels of in-house employees
- Optimum cost when compared to in-house resources
- State of the art Mainframe infrastructure facilities
- Complete coverage for Data Center, Application and Infrastructure services
- 'Follow the sun' monitoring, support and maintenance services
- Reduce the burden of recruitment and training
- Follow the Best practices from experienced mainframe service providers
- Onsite and offshore foothold
- Ensuring business continuity for customers.

Cost Analysis of outsourcing mainframe support

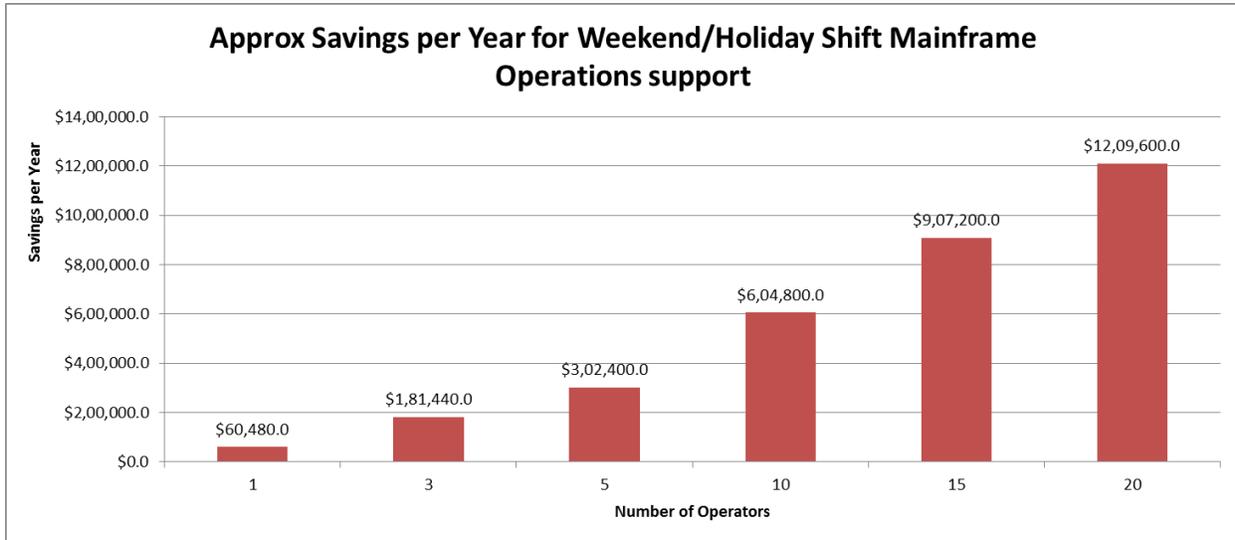
We are all now convinced by now that outsourcing of graveyard shift Mainframe operations brings in substantial savings in the overall budget plan for businesses. To further confirm the above, following graphs provide a detailed cost analysis that will help understand the savings potential by outsourcing mainframe support for the second shift, third shift and the weekend shift. Comparing this cost analysis matrices with an organization’s mainframe utilization levels can determine the budgetary benefits of outsourcing mainframe support.



GRAPH 1: ANALYSIS1: MAINFRAME OPERATIONS SUPPORT COST ANALYSIS FOR THE SECOND SHIFT



GRAPH2: ANALYSIS2: MAINFRAME OPERATIONS SUPPORT COST ANALYSIS FOR THE THIRD SHIFT



GRAPH3: ANALYSIS3: MAINFRAME OPERATIONS SUPPORT COST ANALYSIS FOR THE WEEKEND/HOLIDAY SHIFT

FIGURES IN ABOVE GRAPHS ARE BASED ON THE FOLLOWING DATA:

\$30 taken as base hourly rate for a regular shift mainframe operator cost
2nd Shift Premium - 1.25 Times on Base Rate
3rd Shift Premium - 1.50 Times on Base Rate
Weekend Holiday Premium - 2.00 Times on Base Rate
40% Maintec advantage over the Cost

What Maintec Technologies can offer in Graveyard shift services?

Maintec Technologies, an offshore outsourcing company headquartered in Raleigh N.C, with state-of-the-art development center in Bangalore brings in a reliable approach to manage night, weekend and holiday shifts with their mainframe focused services. Maintec’s collectively offers 100+ years of industry experience along with in-house Data Center which consist of complete z/OS, AS/400 (iSeries) and AIX infrastructure, empowering global organizations to address the concerns associated with graveyard shift operations.

Outsourcing graveyard shift operations to Maintec opens up access to a large pool of highly qualified and skilled Mainframe professionals who handle a Data Center's operations during the US nightshift, a time that happens to be the day shift in India. Strong background in training and development is part of Maintec's pedigree: the **celebrated Hire-Train-Deploy (HTD©) model** is aimed at augmenting the global IT workforce with those with a clear edge in knowledge and skill levels. "Maintec's mainframe Data Center team will draw upon this rich pool of resources trained according to an industry facing curriculum finely honed over several years. To conclude, mainframe Data Centers are under more pressure than ever before. Companies are performing more complex analyses, customers are demanding real-time access to accounts, and employees are finding new, technology-intensive ways to collaborate. As a result, demand for computing, storage, and networking capacity continues to increase despite economic slowdowns.

The quest for efficient, skilled and qualified resources with ability to securely monitor and manage your Data Center operations can end with GraveyardShift operations support being outsourced to expert vendors with multi-geography presence.

Maintec Service Highlights

- *In-house complete Z/OS infrastructure*
- *Skilled and experienced Mainframe professionals*
- *Resources working for 2nd, 3rd ,weekend and holiday shifts*
- *On-site and Offshore delivery centers*
- *State of the art command centre*
- *Completely secure - with RACF Security Administration*
- *Offshore outsourcing ensuring reduction in TCO*
- *In house trained resources with HTD program*

About Maintec:

Maintec Technologies offers globally compliant IT solutions that empower businesses to become more competitive by leveraging offshore capabilities and highly skilled resources. Based in Raleigh, N.C., Maintec Technologies operates a software development center in Bangalore, India, to provide clients comprehensive Data Center Management, IT Staffing, Application Development, Support & Maintenance Services.

Maintec addresses the needs of data-driven organizations through its Data Center management services (remotely/onsite):

- Mainframe System Software Support
- Mainframe Operations Support
- Mainframe and Mid-Range services that cater to both AIX and iSeries (AS/400) environments

Important Links:

- [Maintec Technologies Awarded Core Supplier Status by IBM India](#)
- Recently, Maintec Technologies got recognition as one of the Most Promising Infrastructure Management Services (IMS) Companies by [The Smart Techie Magazine](#)
- For more information, please visit <http://www.maintec.com> or contact: Rakesh Singh, Marketing Manager rakesh.s@maintec.com (919) 424-6323
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