

Case Study

Industry: Government

Application: Mainframe Help Desk Operation Console

Customer: State of Ohio –IT Service Delivery (Formerly Ohio Data Network)

Location: Columbus, Ohio



Customer Profile: The Ohio Data Network has been renamed to the Technical Services Program. Technical Services offers a wide complement of data center services across various mainframe and open platforms. This program is the platform operational entity of ITSD, providing computing platforms, associated technology, computer operations, data storage options, facilities management, technical assistance and database administration services for various agencies of the State of Ohio. In addition, Technical Services provides support and tools enabling customers to develop systems that seamlessly cross platform boundaries.

The Need: ITSD needed a *Command Console* to organize their help desk operations, both people and equipment. They needed a solution that would enable their staff to monitor the various mainframe programs and events to provide support to their customer agencies. The department also had a need to reduce noise in their existing open office environment. Further, they needed a product that was durable, scalable and would last them years into the future.

The Product Selected: The *System 2000* Command Bridge, a Two-Tier Traditional Console.

Why Mainline: ITSD found that Mainline's design of a two-tier "U" shaped *Command Console* with lower level Roll-Out Equipment Shelving to meet their needs for accommodation of their existing equipment (including mainframe legacy keyboards), convenient telephone access and documentation storage, scalability, noise reduction, space limitations and an overall improvement in the required operational efficiency of their help desk area.