OpenLayer Case Study

**Global MSP benefits from OpenLayer
for its self-managed web portal.**

MSP

<u>A high speed user centric API integration</u>

> A large Global Managed Service Provider (MSP) automated their service portal using OpenLayer, enabling clients to manage services independently. This breakthrough allowed the MSP to interface with hundreds of IBM systems, freeing up personnel and expanding their service offerings.

Challenge:

The large global Manager Service Provider had been attempting to automate their home-grown service portal so that clients can manage their services on their own at their own pace.

The challenge is that this portal needed to connect and communicate with several hundred IBM POWER systems (AS/400, IBMi iSeries etc.), which have diversified versions of hardware and software. These tasks include LPAR monitoring, Navigating Objects and Libraries, security check-up, performance tuning, user management, etc.

To accomplish this, the portal needed an API that can perform these tasks on a regular interval as well as on user triggers.

While combing through the overcrowded marketplace, the MSP could not find a solution that would accomplish these tasks for all the systems which are on different versions of IBMi.

Breakthrough:

After failed research and several proof-of-concepts, the MSP was deeply disappointed until they stumbled upon OpenLayer from PROplus Technology Inc. With OpenLayer, they could encapsulate any user action and information into the REST API that the portal could utilize.

OpenLayer didn't need modifications to the IBM systems; it only required an IP address and a user profile capable of performing these tasks.

openLayer
Your Bridge to the Cloud

https://www.PROplus.com

Business Partner IBM
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The Success:

The disruptive yet non-destructive approach of OpenLayer enabled the MSP to interface all of their IBM systems with incredible speed.

Consequently, they no longer required all of their IBM-trained personnel to perform repetitive tasks. These personnel are now deployed elsewhere, thereby reducing the need to hire more scarcely available resources.
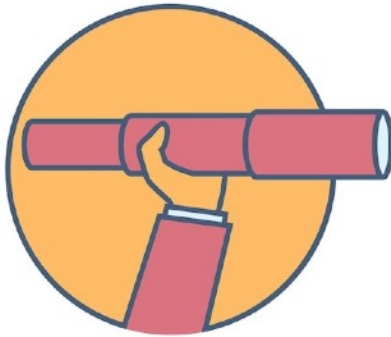
The Future:

This enabled the MSP to on board more clients without needing more personnel, who were the limiting factor of the number of accounts they could sign up.

The citizen integration approach of OpenLayer with IBM systems enables the MSP to transform any client's transaction into an API, which enables the MSP to expand their services from simply Managed Services into the area of rapid and seamless development of APIs and provide API-managed services too.