



AG2R implements Virtel to **replace their terminal emulation and multi-session solutions**

ABOUT THE CLIENT

AG2R LA MONDIALE (AG2R) is an insurance company and pension manager based in Paris, France.

Established in 2008, the organization manages supplementary pensions in order to protect the insured (and their family) against life's accidents and prepare them for a safe and comfortable retirement. The ultimate goal is to protect the insured (and their family) against life's accidents and prepare them for a safe and comfortable retirement.

It covers 15 million individuals and 500,000 companies, and collects more than 25 billion Euros per year.

Additionally, AG2R contributes more than \$100 million per year to help vulnerable people find comfortable housing, plus assist with disease prevention and supplemental resources for caregivers.

For more information, please visit <https://www.ag2rlamondiale.fr>

CLIENT IT ENVIRONMENT

This client is a large insurance provider with a diverse IT systems environment across Windows Servers, IBM z/OS, and heterogeneous open-source systems.

For this client deployment, Virtel was installed on IBM® z/OS® V2R3 supporting approximately 1,000 end users.



CLIENT PROBLEM

AG2R found themselves running multiple and disparate TN3270 emulator systems for mainframe accesses. These solutions became outdated, and AG2R's IT systems and service delivery became more complex, leading to poor quality of service.

AG2R needed to simplify and consolidate architecture and administration of TN3270 accesses.

Breaches making the news at the time such as those at the U.S. National Security Agency, the U.S. Department of Energy, and Target, added some urgency to the initiative; the need to also implement a single, up-to-date z/OS access control system to improve their overall security posture was paramount.

CLIENT OBJECTIVES AND DEPLOYMENT

Upon initial consultation, AG2R discovered that SysperTec's Virtel Web Access product could not only consolidate TN3270 access to z/OS, but it also had the potential to replace the insurance provider's TN3270 session manager.

AG2R set up a proof of concept, testing several solutions. Having made sure that they could eliminate their multiple TN3270 emulator products and reach their objectives, AG2R chose SysperTec's Virtel Web Access product.

Replacing their old legacy TN3270 products with a single vendor solution, AG2R realized they could drop unneeded licenses (and maintenance) costs and deliver a fast ROI.

During the proof of concept, AG2R found that Virtel, a straightforward and easy-to-use emulator, could also provide users with an intuitive, multi-session experience for z/OS and they decided to get rid of their costly and unneeded Session Manager software.

They discovered the ROI would take just a few months which helped the AG2R z/OS team convince management and procurement to move forward with SysperTec.

Virtel runs on the Mainframe and only needs a standard web browser on users' desktops to provide TN3270 access.

Maintenance and support issues thereafter have also been consolidated to AG2R's mainframe team for Tier 1 support. The only support the mainframe team needs from now on from the desktop teams is in the event the internet is down.

If the network is up and running, Virtel is up and running.

The deployment of Virtel Web Access was simple and straightforward.

The product was installed out-of-box by AG2R z/OS Sysprogs in just a couple of hours.

The Sysprogs completed basic installation and a few standard configuration tasks such as setting port numbers, definition of VTAM apps, setting up new user profiles, and checking a few other default product settings.

SysperTec's involvement was minimal, with only some user interface customization to the toolbar and user menus. All in all, it took just a few days to deploy the entire system.

SysperTec worked with AG2R Sysprogs remotely and there was never a need for SysperTec resources to be onsite for the installation.

RESULTS AFTER VIRTEL WEB ACCESS DEPLOYMENT

The impact seen the most by the business managers at AG2R was bottom-line savings.

To date, AG2R has been able to realize more than \$1.5 million in budget savings from the Virtel Web Access deployment. Additionally, in consolidating TN3270 emulators and accompanying redundant support, SysperTec also simplified the solution architecture for accessing AG2R's mainframe.

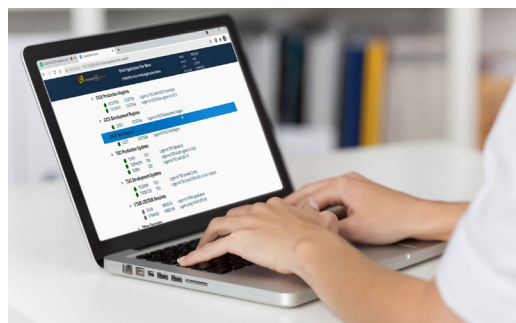
Along with this simplification and creating one system of record for managing that access, security was also enhanced.

Since the deployment, quality of service has improved dramatically. z/OS systems admins are now able to take over support and maintenance of emulator access in a single system of record.

Previously, with multiple tools from multiple vendors, all using desktop applications or deprecated applets to run, any troubleshooting was beyond the desktop teams' capability to support the mainframe emulator service.

Furthermore, prior to Virtel, z/OS ops teams were faced with multiple and confusing options for who to reach out to for support, and faced delayed, dragging down quality of service. Today, the z/OS team has full control over emulator service delivery because of Virtel's simple architecture.

Any support needed beyond Tier 1 is a simple phone call or ticket submitted to SysperTec. All users are trained on a single, simple-to-use, browser-based tool for accessing their mainframe.



WHAT'S NEXT IN SUPPORT OF THIS CLIENT?

AG2R is very satisfied with their deployment of Virtel Web Access from SysperTec and is in discussion with AG2R about another phase of the project. First, the customer needs to further secure TN3270 applications access in order to meet certain compliance criteria. They asked SysperTec to implement Virtel's unique capabilities to integrate with their multi-factor authentication (MFA) and single sign on (SSO) platforms in early 2022.

Second, currently at AG2R, some TN3270 apps are accessed by a custom-built web applications developed by AG2R. Since web apps have been installed, built, and maintained by non-mainframe resources, communicating with mainframe applications is sometimes not ideal and service delivery suffers. SysperTec is in communication with AG2R for a standardized integration between TN3270 and distributed web applications using Virtel capabilities to connect heterogeneous environments. The benefit of this standardized web gateway from SysperTec is access to any critical web services on the mainframe including mobile applications, thus making the solution platform agnostic and highly scalable.

Alongside to these specific projects, AG2R continues to reap the benefits of its investment in SysperTec's Virtel Web Access. The solution is stable and supported remotely by the SysperTec client services team. In early 2022, SysperTec will deliver a new release (v4.60) to AG2R that includes:

- A new application menu that can be used as a session manager alternative
- Automated UI views based on RACF, CA-ACF2, or CA-Top Secret authorizations
- Customized app list based on the automated UI settings that maintain last viewed configuration by the user
- Copy/Cut/Paste update that mirrors how Internet Explorer does CCP
- Support for concurrent IPv4/IPv6 connections for both z/OS and z/VSE

About SysperTec

Established in 1993, SysperTec, a French independent software publisher, develops software solutions to modernize legacy applications.

Having a high level of systems expertise in legal and financial solutions, SysperTec’s main focus is on the modernization of legacy information systems to meet ever-changing market needs.

In an IT world where data and applications are expanding exponentially, IT resource growth is flat. SysperTec helps clients maximize work throughput by helping automate repeatable IT processes with software solutions that require minimal resources to install and nearly zero resources to maintain.

SysperTec’s customer base consists of roughly 500 large accounts spread over five continents within the banking, insurance, administration, distribution, and services industries. Customers cite their loyalty to SysperTec products because of their ease of use and reliability, along with lower total cost of ownership and the ongoing innovation built into each release cycle.

For more information about SysperTec, the manufacturer of [Virtel Web Access](https://www.syspertec.com/) solution, please visit <https://www.syspertec.com/>.



VIRTEL KEY FEATURES

- ❶ Serves 3270 transactions as web pages or web services with no java applet
- ❷ Nothing to install or support outside the host
- ❸ Instant deployment: point web browsers to a predefined URL
- ❹ Works with any browser or platform (mobile devices, Apple products, Windows ...)
- ❺ Concurrently serves different presentations to different users (3270 TE, WUI/GUI, mobile UI)
- ❻ Supports any protocol and format: RESTful, XML, JSON, SOAP, MQ Series, etc.
- ❼ Low impact and low risk: no application or server change
- ❽ High performance and small host footprint for highly scalable solutions
- ❾ Simple host-centric configuration and support low TCO and early ROI