



## **ALLTEL Information Services relies on Tivoli Decision Support for OS/390**

ALLTEL Information Services, with customers in more than 50 countries and territories, provides information processing management, outsourcing services, professional consulting services and application software to the financial, mortgage and telecommunications industries.

Alltel management was reviewing their very high internal software costs. In negotiations with their existing vendors, they were not able to reduce costs to a satisfactory level. The IBM Software sales teams were able to present a technically and financially attractive solution to Alltel for their performance analysis and customer billing. By migrating from a competitor's product to Tivoli Decision Support for OS/390, the organization was able to realize substantial software licensing savings, and still produce the required performance reporting and billing for its outsourcing business.

The IBM Software Migration Project Office (SMPO) teamed with Alltel to do the migration, and completed the project on time and on budget. The technical team now "relies on the data provided" by Tivoli Decision Support for OS/390. On customer satisfaction surveys post-migration, the technical team rated their level of satisfaction with SMPO services as "Very satisfied" and had these comments:

- "Good experience working with SMPO"
- "Good technicians" on migration team, "always helpful."
- SMPO "was able to transfer knowledge to the customer."
- "Understands customer issues."
- "We wouldn't have been able to do it without the SMPO."