



EBSCO Industries Inc. implements IBM's zSeries DFSMSrmm Removable Media Manager

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EBSCO needed additional MIPS and decided to bring in a new z800 processor. In negotiating with their ISV's, EBSCO quickly realized that their ISV software costs associated with the CPU upgrade were going to be too high. EBSCO approached the IBM Software Migration Project Office (SMPO) and engaged the IBM client team to discuss replacing existing competitor software with DFSMSrmm Removable Media Manager, IBM's z/OS based Tape Management solution. EBSCO was able to recognize significant software licensing savings and still maintain all of their existing ISV product function.

The IBM SMPO teamed with EBSCO to successfully complete their software migration to DFSMSrmm which allowed EBSCO to make the CPU upgrade on-time and with minimized associated risk. Overall customer satisfaction rated "Very Satisfied" for both product and services delivery by the SMPO, and EBSCO had these comments regarding their total satisfaction with IBM:

- ◆ "Very satisfied with IBM's responsiveness"
- ◆ "Very satisfied with IBM's services delivery and project deliverables"
- ◆ "Very satisfied as compared to other ISV's"
- ◆ "Very satisfied with the DFSMSrmm product, it does what it is supposed to do"
- ◆ "Will use IBM again for future migrations"
- ◆ "Would reference product/services to other customer prospects"