

CASE STUDY

Nordic Digital Post Company Accelerates Service Delivery by 20% with IBM Cloud Migration

Overview

A leading Nordic digital post company encountered significant challenges due to its aging mainframe system. Tech Mahindra, in partnership with IBM, collaborated with the company to modernize its platform and migrate to cloud infrastructure, resulting in a 20% faster service delivery, reduced costs, and improved operational efficiency.

Client Background and Challenge

The client is a leading Nordic digital post company, serving 5.2 million customers throughout the Nordic region. The company's core business is a digital platform handling electronic posts. Approximately 30,000 public and private companies send 550 million documents via the digital post. Their aging mainframe system was a significant burden, hindering innovation and their ability to meet increasing customer demands. The key challenges included:



High maintenance costs:

The mainframe required costly upkeep, draining resources and impacting profitability.



Limited scalability:

The existing system couldn't handle increased data volume and user traffic, impacting service availability and performance.



Performance issues:

The mainframe struggled to provide the required speed and responsiveness for modern digital services.



Skill availability:

Sourcing and retaining skilled mainframe professionals became increasingly tricky, jeopardizing the system's long-term viability.

Our Approach and Solution

Tech Mahindra, together with IBM, adopted a comprehensive modernization strategy involving a phased migration from the aging mainframe to a modern cloud platform. The solution included:



Detailed analysis:

Tech Mahindra thoroughly analyzed the existing platform and technical landscape to understand the complexities and dependencies within the system.



Tool-based modernization:

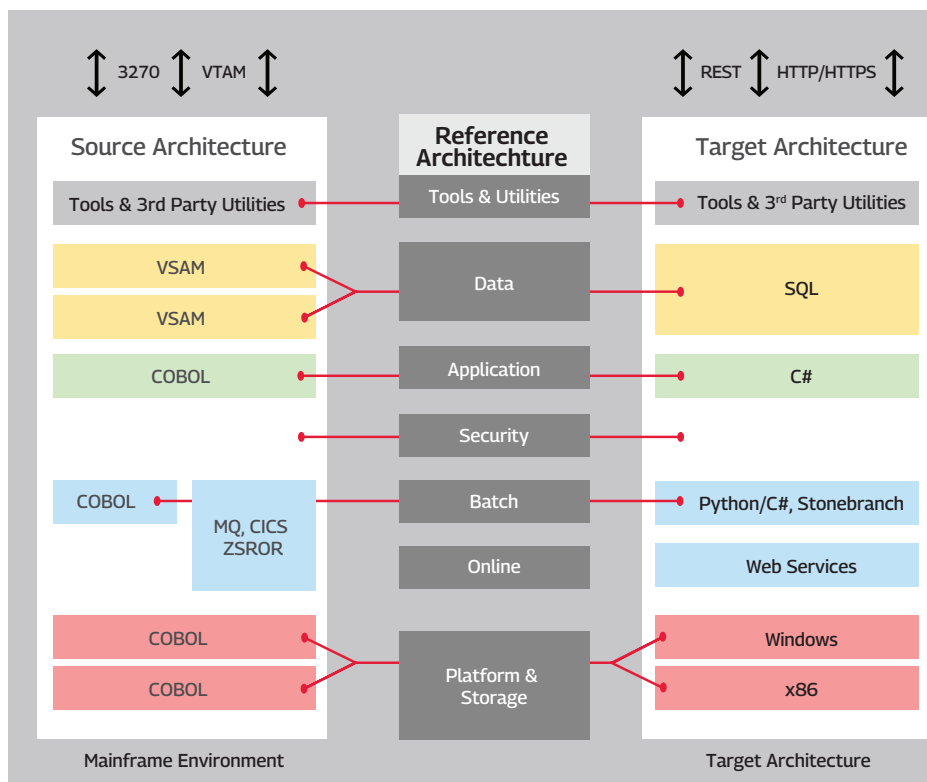
Using a specialized toolset, Tech Mahindra created a roadmap for modernizing the aging application by converting COBOL code to C# and migrating JCL jobs to Python JCL.



Cloud infrastructure:

The modernized application was deployed on Azure, leveraging its scalability, performance, and security features.

Key Technical Components



Development:
MS Visual Studio

COBOL Code Conversion:
C# TSRI code conversion

Dynamic REXX Migration:
Python - TSRI code conversion tool

JCL Migration:
Python JCL - TSRI code conversion tool

Workloads:
Stonebranch workload management system

CI/CD: **TeamCity**

Deployment: **Octopus**

Business and Community Impact

The successful cloud migration delivered significant benefits, including:



Reduced infrastructure costs: The move to the cloud significantly reduced ongoing maintenance expenses, freeing up resources for investment in new technologies and initiatives. **Platform migration resulted in an estimated 20% cost savings.**



Operational efficiency: The cloud platform streamlined operations, allowing the company to deploy new features and services faster and more efficiently, **resulting in a 30% overall improvement.**



Scalability and flexibility: The cloud platform provides the **scalability and flexibility needed to handle future growth and evolving customer demands.**



Improved performance: The cloud infrastructure provided a **noticeable performance improvement**, enhancing the user experience and improving customer satisfaction.



Enhanced resilience: The cloud environment offers built-in resilience with automated backup, replication, and disaster recovery features, **minimizing downtime and ensuring business continuity.**



Agile methodology: The modernization process allowed the digital post company to adopt Agile development practices, leading to **faster time-to-market for new features and improvements.**

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognises global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit <https://www.techmahindra.com/>.

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