



“METASUITE allows the multi-utility company DELTA NV to pull the plug from its mainframe system to become more competitive and cost-effective”



#### CUSTOMER STORY: **DELTA NV**

Since the liberalization of the energy market, the industry has become fiercely competitive and customers can switch suppliers with a simple phone call. In this climate, effective marketing and customer care have become extremely important. The management of the multi-utility company DELTA therefore recognized that it was crucial to migrate the existing mainframe systems as quickly and easily as possible, with no disruption to services, to an Oracle UNIX platform.

DELTA is a multi-utility company located in Middelburg, The Netherlands. It offers a broad range of services and quality products including gas, water, electricity and internet with annual sales of EUR 1.040 million. It serves customers in the Netherlands and abroad.

Until 2004, the mainframe played an important role in the processing of administrative information. However, due to the liberalization of the energy market, another way to manage the organization including IT was needed. In April 2003 DELTA started a project to migrate the applications and data from the mainframe. Applications that used to run on the mainframe were renewed in the framework of these market developments.

DELTA managers wanted to migrate data held in a variety of formats, including IMS and VSAM in the proprietary IBM mainframe system, to an Oracle database system. To extract and transform these huge amounts of data, DELTA used the META-SUITE data extraction and transformation software from IKAN Software. DELTA ran the migration project in-house with the help of IKAN consultants. The challenge was to extract and store the large amounts of historic and complex IMS data from the mainframe to Oracle on UNIX, and to make sure that the mainframe was indeed superfluous. After the extraction and transformation process, the data was loaded into an Oracle database as DELTA is obliged according to Dutch law to store and access these records for future evidence and because some information is required for some specific business processes.

The migration of the information in a transparent and documented way was finished on time, allowing DELTA to pull the plug from the operational mainframe system on May 27, 2005.



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