



**How smart businesses
are turning COVID-19
from a challenge
into an opportunity**

By Julian Stuhler

Introduction

For many firms, COVID-19 has been a challenge, while others have actually found their fortunes improved. But whatever changes the pandemic has brought, there are challenges to be met in terms of IT.

Above all, the COVID-19 pandemic has been a human tragedy, with devastating impacts on health, wellbeing and society. At the same time, it has had a profound impact on the world of business. Changes have come to every area, from workplaces and collaboration methods through to customer priorities and even the shape of entire markets.

For many businesses, the consequences have been tough. Retail, travel, entertainment and hospitality are just a few of the industries to have suffered since the beginning of lockdown. Demand has plummeted, working processes have been disrupted and the future – even over the next few months – is hard to see clearly. For firms in these sectors, the priority is to put out fires, take stock and build a solid platform that can deliver survival first and growth second.

However, for other companies, things have actually improved. The pandemic has inevitably brought better fortune to those businesses who serve needs that are even more vital during the pandemic. For example, logistics, technology and communications firms are helping to keep us connected, while pharma and medical supplies firms are supporting the effort to contain the virus and help patients back to health.

Whatever the future might bring, it's becoming clearer that technology will play a major part in it. In CIO's [2020 Pandemic Business Impact Survey](#) back in April, just 25% of IT decision makers expected their tech budgets to rise over the next 12 months. By August, however, that figure had risen to 41%.

Digital transformation remains a key priority, and the pandemic has only made it more urgent. In a recent [PWC survey](#), 61% of CEOs said they expect their business model to be more digital than before – largely as a result of the pandemic.

At Triton, we have something to offer you no matter what your situation or your plans for the future. First, let's look at how we can help if your business has suffered during the pandemic.

Steady the ship

If your organisation is going through a tough time, your number-one priority is to address issues that might make your situation worse. That means cutting costs, driving productivity and reducing risk.

One potentially easy win in terms of cost-cutting is optimising your mainframe costs. Since many licences are based on peak CPU usage, a one-off spike in demand can push up costs needlessly. By managing and tuning your workload, you can reduce your ongoing software costs and even defer expensive upgrades.

We can carry out tuning for z/OS applications to reduce CPU resource consumption and cut your costs. We'll gather usage data, analyse it and carry out tuning and optimisation on your behalf. Our approach can often deliver cost savings of up to 20%. [Learn more about mainframe cost management here.](#)

Answer the need for speed

For many businesses today, the key to success is speed. The faster you can react to changes in the environment, the faster you can turn challenges into opportunities, and opportunities into success. COVID-19 has made speed even more important than it was before. A [recent survey by McKinsey](#), the leading management consultancy, found that speed was the number-one reason cited by firms for making changes in response to the pandemic. What's more, leaders of fast-moving organisations reported that they perform better than their rivals in a range of areas, including profitability, operational resilience, organisational health and growth.

But how can you get faster? When it comes to IT and data practices, one method is through **DevOps**. If you need to make changes to your business-critical applications, DevOps helps you shorten development timescales, reduce risk and achieve better outcomes. It also makes your developers more productive, so you can make vital changes without costs spiralling out of control. [Read more about our approach to DevOps here.](#)

Move to the cloud

Another way to save costs is to **modernise an existing application** to a cloud platform. As well as cutting costs, you can also improve flexibility, resilience and security. However, if you're migrating a business-critical application, you'll want to safeguard vital data and keep downtime to an absolute minimum.

Managing this process can be complex – but we'll help you migrate your applications so you get all the benefits while minimising the risks. [Read more about our modernisation service here.](#)

Help when you need it

If you rely on DB2 systems, but struggle to meet the cost of full-time DBAs, our support packages give you the help and advice you need without committing to a big overhead.

RemoteDBA is an unlimited, fixed-price remote DB2 support service, while Consultancy on Demand offers a flexible hourly support plan. Both plans give you access to our experienced team of DB2 experts in a format that works for your business. They're available worldwide and have no hidden extras. Read more about [RemoteDBA](#) and [Consultancy on Demand](#).

In bad times, get good advice

Now, it might seem that turning to external consultants doesn't make financial sense right now. Aren't you just piling yet more costs on to a business that needs to reduce them?

The answer is that high-quality consultancy is an investment, not just a cost. Over the long term, it will pay for itself many times over.

What's more, crisis conditions demand swift, effective action – and expert consultancy helps you get it right first time. The sooner you begin improving your business processes and your IT, the sooner you can start reaping the rewards. Indecision and inertia will only hold you back.

Whenever the pandemic ends, you'll come out of it leaner, more agile and more competitive than you went in. And whatever the future may bring, you'll be ready.

So much for helping firms who need it. But what if you're actually finding that the pandemic has helped your business? Surely all you need to do is sit back and reap the rewards?

Making sure of success

That's true up to a point. But success can bring its own problems if you're not ready to grow. Specifically, scaling up IT provision to meet peaks in demand can be a challenge – and if you don't rise to it, you risk disappointing customers and ultimately damaging your brand. So while dealing with growth is certainly a nice problem to have, it is still one you need to solve.

If you're concerned that this might apply to you, our **database health check** service will give you the reassurance you need. We'll review all the major aspects of your database or DB2 infrastructure and recommend ways in which it can be improved to increase availability, improve scalability and reduce costs. We'll look at performance, backup, server capacity, updates and general housekeeping. [Read more about health checks here.](#)

These days, if your vital data isn't available, you probably can't do business. Loss of access could lead to lost sales or customers, reputational damage, regulatory problems and knock-on effects on HR. That's why we offer specialised availability reviews, to confirm that your DB2 infrastructure is up to the demands placed upon it and take away the nagging worries that the system might fail. [Read more about availability reviews here.](#)

In these strange times, no-one can say what the future will bring for the business world. The situation we have today was unforeseen even a few months ago. But one thing is certain: strengthening and optimising your IT provision can only make it easier to deal with the unexpected. And that's exactly what [we'll help you to do.](#)

About Triton

Triton Consulting are experts in Hybrid Data Management and Digital Transformation. The company's team of consultants represent some of the most highly experienced and qualified in the industry, and are able to advise on a range of Data Management solutions including DB2 for z/OZ, DB2 for LUW plus data related infrastructure and transformation services.

As well as expert consultancy in all areas of DB2, Triton Consulting also cover a wider spectrum of high-level consultancy including senior project management, technical planning, technical architecture, performance tuning and systems programming.

Triton Consulting has been providing consultancy services for over 24 years. Triton are internationally recognised for their DB2 expertise with three IBM Gold Consultants and four IBM Champions.

Find out more about Triton Consulting: www.triton.co.uk

About the Author

Solutions Delivery Director, IBM Gold Consultant, IBM Champion and Former IDUG President

One of Triton's founding Directors, Julian is a highly experienced DB2 consultant with over 30 years relational database experience working with a number of clients within the insurance, telecommunications, banking and manufacturing sectors. In that time he has gained a significant amount of practical knowledge in many aspects of IBM's Analytics portfolio, including experience in application programming, database administration, technical architecture, performance tuning and systems programming. More recently, Julian has specialised in the application of [DevOps](#) principles and tooling within the database world.

Julian is an IBM Gold Consultant, an IBM Champion and a frequent lecturer on DB2-related topics at international conferences such as IDUG.

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