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# The Software Pearl

## Avis Europe relies on the COMPORSYS Connector for IBM IMS

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**Avis Europe is a leading car rental company in EMEA, serving customers in over 3,700 locations.**

**Avis Europe started a number of projects known as Pearl to improve their customer service. A key component to the success is the COMPORSYS Connector for IBM IMS to integrate the mainframe application.**



### The Customer

Avis Europe is a leading car rental company in Europe, Africa, the Middle East and Asia, serving customers via the Avis and Budget brands in over 3,700 locations.

The Avis brand operates via a network of over 2,900 locations in 108 countries, through wholly owned subsidiaries in 14 corporate countries complemented by licence arrangements in a further 94 countries.

The Budget brand, acquired by Avis in March 2003, serves customers through over 800 locations in 63 countries. These are predominantly franchise businesses with corporate operations in Austria and Switzerland, together with a small number of locations in France and the UK.

Avis Group enjoys close commercial ties with Cendant Corporation in the US, which owns the global rights to the Avis and Budget brands, including sharing technology and marketing initiatives. The companies actively cooperate to provide a worldwide seamless service and form one of the largest vehicle rental networks in the world. They are independently owned.

### The Situation

Avis Europe uses Wizard, a mainframe application running on IBM IMS to run its car rental business. The Wizard system has been the backbone of the Avis business since the 80s but like other legacy systems is expensive to change.

Avis Europe identified a number of customer service opportunities that would improve speed and transparency of service as well as provide greater customer choice.

### The Task

Avis Europe undertook a programme of projects known as Pearl to deliver for the Avis Brand:

- Car Side Vehicle Return, to meet the customer, assess the returned vehicle and provide a receipt including total charges, giving the customer a quicker return service and improved understanding of their rental charges.
- A new Rental Agreement to provide a clear and transparent document, confirming to the customer at rental start, what services they have chosen and what the estimated charges are for their rental.
- A new rental counter application to deliver a more consistent renting process, which will provide the customer with a quicker, more transparent and more informed renting experience.

Each of these deliverables needed to build on the existing legacy Wizard IMS mainframe application, so integration with Wizard was key to the success of the projects.



### The Solution

Avis Europe decided to build a solution on a J2EE architecture and undertook proof of concept activities to select application server and mainframe integration approaches. During this activity COMPORSYS were introduced. At this initial stage COMPORSYS proved to be a very supportive organisation, providing an easy to configure and use product. COMPORSYS helped to prove integration of synchronous transaction to the

mainframe via IMS Connect using their J2CA adaptor for IBM IMS.

Having delivered the Car Side Vehicle Return and Rental Agreement projects, Avis Europe embarked on the rental counter application. This includes vehicle checkout, which involves gaining credit authorisation. It was quickly discovered that executing a synchronous transaction to obtain credit authorisation did not get a response. On investigation it was found that when credit authorisation was required, Wizard fired off an asynchronous request to a third party and terminated the IMS request. The third party returned an asynchronous response, which triggered the IMS response. The synchronous IMS Connect model would not support this.

As a result a project was undertaken involving Avis Europe, COMPORSYS, IBM and other technology and development partners to enable asynchronous transaction support. The solution required changes to the Wizard application, the development by IBM of new IMS connect exits, changes to the COMPORSYS IMS Connect adaptor to support asynchronous transactions and changes to the Pearl application. Throughout the development process COMPORSYS provided an exceptional level of support quickly responding to requests to change the adaptor and liaising with IBM to resolve technical issues.

### Further Information



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