

CSU Digital, S.A. Increases Payment Transaction Volume by 30% Without Additional Infrastructure Spend



CSU Digital, a leading company in technological infrastructure for financial services— including digital payments, embedded finance, loyalty and incentive programs, as well as digital experience solutions— has more than three decades of experience developing platforms that drive innovation in the sector. With a footprint that spans over a billion transactions and 36 million registered accounts. The mainframe is the backbone of CSU Digital's operations, driving its ability to deliver cutting-edge solutions and maintain a competitive edge in a rapidly evolving market. CSU Digital's ability to innovate at scale depends on the reliability and power of its digital platform infrastructure.



Challenge

With innovation and customer experience at the core of its mission, CSU Digital identified an opportunity to fine-tune its mainframe environment for even greater efficiency. Observing a reduction in ZIIP offloads and rising operational costs, the CSU team set out to better understand workload behavior and identify areas to streamline CPU utilization. Capacity planning and performance assurance were also top priorities to support growing transaction demands, alongside enhancing their robust security and compliance posture.

Solution

Leveraging cutting-edge technology and expert insights, CSU Digital conducted a comprehensive capacity optimization assessment with Broadcom's Mainframe Resource Intelligence (MRI) solution that uncovered specific areas where CPU performance was suboptimal. The team identified that license expiration for Syncsort was the culprit behind the decreased ZIIP offloads, and increased CPU costs. The team quickly resolved the issue and recovered lost efficiency.

Beyond technical tuning, the MRI assessment delivered deep visibility into workload patterns, enabling CSU Digital to proactively scale their infrastructure. CSU Senior IT Manager, Mainframe, Rogerio Serra Aguiar states, **“Success on the mainframe isn’t something we can achieve alone. We need a partner who invests in our long-term success, not just providing great software but truly working alongside us. That’s why we work with Broadcom—they’re more than a vendor; they’re a partner.”**

Outcomes

Armed with powerful insights from MRI, the CSU team optimized capacity planning, increased ZIIP offloads, and **boosted payment transaction throughput by 30%** with no additional capital investment, ensuring seamless customer experiences even under increasing demand.

“We now have clear insights into workload CPU behavior, allowing us to identify issues quickly and address them before they become problems. This has directly led to cost savings, particularly through more effective use of ZIIP executables,” adds Aguiar.

Additionally, CSU strengthened its security posture by leveraging MRI's detailed visibility and actionable insights, ensuring compliance with the highest industry standards. With audit-ready documentation and comprehensive reporting, MRI empowered CSU to meet regulatory requirements with confidence, reinforcing its reputation as a trusted financial institution in a highly regulated environment.

As stated by Aguiar, “These great outcomes are made possible through Broadcom's Beyond Code offering- MRI. The insights provided, combined with the expert support from the team were crucial in helping us run more efficiently and securely, maximizing the value of our business solutions to clients.”

With powerful insights from MRI, payment transaction throughput increased 30% with no addition capital investment.

To learn more about Mainframe Resource Intelligence (MRI), visit: <https://engage.broadcom.com/mainframe-mri>