



42% more job executions managed

2MM job executions per month

96% faster audit prep

RAYMOND JAMES®

Raymond James Financial, Inc.

 **INDUSTRY**
Financial Services

 **CHALLENGE**
Provide stakeholders, especially financial advisors who directly support clients, with the tools and data they need to deliver exceptional service.

 **SOLUTION**
Control-M runs batch processes every night reliably and on time so that critical systems are ready for business every day.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

BMC – Bring IT to Life

Raymond James Financial successfully manages \$500B in customer assets with optimized workload automation

BUSINESS CHALLENGE

Since its inception in 1962 as a regional investment and financial planning services provider, Raymond James Financial, Inc. (RJF) has become a leading international financial services firm with over \$500 billion of assets under administration. Raymond James has more than 6,500 financial advisors serving nearly 2.7 million client accounts in more than 2,600 locations throughout the United States, Canada, and overseas. Over the past 10 years, exceptional growth and the emergence of digital and mobile technologies have increased the importance of RJF's IT organization getting things done faster. The workload engineering team has embraced the need for speed by continuously improving nightly batch processes, ensuring that critical systems are ready for the start of every business day.

BMC SOLUTION

Control-M is the workload engineering team's primary tool for identifying bottlenecks and escalating and remediating issues that might delay batch processing.

BUSINESS IMPACT

Control-M manages jobs across a complex web of connections and interdependencies among hundreds of applications that access the company's data warehouse and consolidated data store. Nightly processing ensures that senior management and financial advisors have the data they need to help clients with investment decisions.

- Simplified monitoring, self-service, and predictive analytics helped IT **absorb a 42% increase in monthly job executions** in the past year.
- Visual representation of job flows provides insight into interdependencies, **enabling collaboration that drives efficiency and accelerates nightly processing.**
- Workload engineering consistently beats its aggressive SLAs, **often having services available two hours earlier than expected.**
- Audit report preparation, which **previously took two to three weeks, now only takes a few hours.**

“With Control-M, we can look at applications across the enterprise, identify recurring issues and inefficiencies, and work with people across the organization to figure out how to make things better,” says Chris Haynes, RJF's manager of workload engineering.

