

Up Sí Vale Ensures Reliable Service Delivery with Control-M



The most competitive advantage is that customer service improved by making all processes more secure and agile.

Srikantan Madhavan
CIO, Up Sí Vale



BUSINESS OVERVIEW

Up Sí Vale is a part of Groupe Up (Chèque Déjeuner), a financial services provider that serves more than 185,000 customers, servicing 22 million vouchers and banking cards in 14 countries, including Mexico and Brazil. Up Sí Vale is an issuer of pre-paid payment cards and electronic wallets, a service companies provide to their employees that helps manage and distribute benefits like pantry vouchers, gasoline credits, and restaurant credits. Up Sí Vale maintains its Mexican headquarters in Mexico City and has branches in all different regions across the country.

BUSINESS CHALLENGE

As a banking institution, Up Sí Vale's availability of services and reliability of data are paramount. The company maintains hundreds of critical processes to ensure safe financial transactions. Prior to finding an automated solution, 85 of those processes were being executed manually by a team of people working 24 hours a day, seven days a week, every day of the year. Transferring files and scripts manually was not only time-consuming, it was also error-prone. That potential for mistakes was unfortunately reflected in recognized losses and kept the bank at a very high risk of fraud and data/information theft.

In addition, the amount of time it took to execute the processes and their releases was both unpredictable and unmanageable, leading to long customer wait times and lower customer satisfaction scores. In particular, a process to protect against fraud and information theft, the company's most critical and sensitive need, led to significant downtime and customer frustration.

BMC SOLUTION

Up Sí Vale chose Control-M from BMC for its seamless, time-saving workflow orchestration capabilities. With Control-M, all of the company's critical processes were automated, which eliminated inefficiencies, improving the processes and increasing their visibility, predictability, reliability, and security.

Since implementing the definition, scheduling, management, and monitoring capabilities of Control-M for its workflows, Up Sí Vale has recognized numerous benefits:

- The time required to execute critical processes was reduced from **8 hours to just 30 minutes.**
- The company knows the time required to run every script, allowing them to plan more effectively, reduce downtime, and **improve customer satisfaction.**
- As there are **no people involved in the critical processes** running on Control-M, the risk of human error, fraud, and loss of information is greatly reduced.
- With **more efficient, secure, and agile processes**, customer service and customer experience have both improved greatly, leading to happier customers.

As the business embarks on the path to digital transformation, Up Sí Vale has prioritized a run and reinvent strategy with help from BMC. On its roadmap, the company plans to further expand its use of Control-M and add new solutions from the BMC portfolio to further enhance the company's agility, security, and efficiency to better serve its internal and external customers.



94% faster process execution



Zero human error



Predictable service delivery

FOR ADDITIONAL INFORMATION ON CONTROL-M

 [Visit our web page](#)

 [Download the datasheet](#)

