



80% fewer batch incidents

Increased efficiency & innovation

Self-service client engagement

Maitland

Maitland

INDUSTRY
Financial Services

CHALLENGE
Manage large, complex, and highly dependent batch jobs more effectively to reduce errors and deliver reliable fund services for clients.

SOLUTION
BMC Control-M provides complete workload automation, including self-service and mobile capabilities, to help business users and IT staff manage batch jobs more quickly, efficiently, and accurately.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.
BMC – Bring IT to Life

Maitland reduces batch incident rates by 80% for its fund services with over USD 210 billion in managed assets worldwide

BUSINESS CHALLENGE

Maitland provides cross-border fund, family office, and corporate services to institutional, private, and corporate clients worldwide. Its fund services rely on batch processing to keep real-time data from internal and industry data sources flowing across disparate applications and operating platforms. These large, complex, and highly dependent batch jobs were increasingly difficult to manage, leading to failures, delays, and a batch incident rate of nearly 80 percent.

BMC SOLUTION

Maitland uses BMC Control-M to power workload automation for its fund services batch environment. The solution enables the staff to fully automate batch processes across disparate operating platforms and across both off-the-shelf and internally developed applications. Self-service and mobile capabilities increase the flexibility and productivity of business users and IT staff. Throughout the project, Maitland has relied on the skills and expertise of BMC partner Blue Turtle Technologies.

BUSINESS IMPACT

With Control-M, Maitland has overcome its batch processing challenges to maintain high reliability for the fund services its customers depend on.

- A unified interface with any-device, anywhere mobile access **simplifies batch processing, management, and monitoring** across interdependent investor and asset services applications, including those developed in-house.
- Visibility into process dependencies and immediate escalation for failures and delays help staff ensure the timely, reliable completion of critical batch jobs. The **batch incident rate has dropped from 80% to 16%**—an 80% reduction.
- Improved efficiency makes it possible to reduce overnight batch process management staffing **from three staff members to a single operator**, freeing the other two for innovation and optimization.
- Event automation triggers job execution as soon as a preceding dependent job completes, **reducing overall processing time** to make reports available for Maitland business users more quickly.
- Self-service give business people a window into the batch schedule to help them **engage effectively with clients** in any time zone.

“We harness world-leading systems to provide our clients with an extraordinary service. BMC Control-M allows us to integrate and unify all these systems where no natural integration existed,” said Tasliem Williams, senior manager of system administration at Maitland. “Blue Turtle guided us through the transition from siloed, isolated applications and scheduling tools to a unified, smooth-running batch environment.”