Transforming Financial Services For Business Acceleration
The relationship and expectations that customers have with their financial institutions are changing by the second. Simultaneously, institutions are forced to deal with myriad pressures, from risk management, to scaling forces, to regulatory compliance, to an aging talent pool. To say that a wave of transformation is coming is an understatement, but the fact that it touches nearly every area of the business and the customer relationship makes it imperative that institutions get up to speed now to move toward becoming an Autonomous Digital Enterprise.

Companies that are more data-driven, agile, and customer centric are able to evolve more easily to an Autonomous Digital Enterprise, and BMC solutions are built to help enable the success of these next-generation financial institutions. Tasked with doing more with less and meeting increased customer expectations, these companies will find that BMC solutions leverage automation and machine learning to help them make client-centered decisions that will lead their business forward.

Discover how these global leaders moving toward an Autonomous Digital Enterprise are meeting their individual and unique challenges head-on with their BMC solutions.
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ME Bank

Accelerating to Meet Customer Needs Amidst Industry Transformation

Business Challenge

ME Bank provides customers in Australia with low-cost, high-quality banking services powered by a world-class batch processing environment for interbank transfers, account updates, and other critical jobs. To ensure that core banking systems are ready for business each morning, IT introduced enterprise workload automation to provide visibility into batch processes, shrink batch windows, and fast-track issue resolution. Their efforts have delivered dramatic improvements in customer service.

80% Faster Issue Resolution
Control-M enhances batch execution and speeds issue resolution to keep the bank ready to accommodate new customers, accounts, and services.

- The ability to manage dependencies and run downstream processes as soon as they’re ready reduced the average overnight batch window by three hours for the banking platform.
- Automation has reduced time spent on issue resolution, reducing staffing requirements from one full-time equivalent (FTE) to 0.2 FTE.
- Standards for naming, alerting, log file management, and other activities ensure consistency and speed new job creation for faster rollout of new systems.
- Logical job categories such as statements and Bpay align with the business to provide insight into the business criticality of each job.
- Automated alerts guide the support staff through remediation, reducing the impact of batch processing failures by up to 80 percent.

“It's important to be proactive and prepared to achieve great customer service. We want to ensure that we know about and are already fixing problems before they affect customers. The best outcome is to prevent issues altogether and provide a seamless customer experience.”

— Gendry Morales, Application Service Manager, ME Bank
Raymond James

Automated Processing Ensures Better Customer Service

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 worldwide. 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.
Control-M manages jobs across complex 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.”

— Chris Haynes, Manager of Workload Engineering, Raymond James Financial
Maitland Group

Automation Slashes Incident Rates and Enables Productivity

Business Challenge
Maitland Group provides cross-border legal, tax, and fiduciary services to 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.
Maitland chose 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.

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 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 gives businesspeople 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. Control-M allows us to integrate and unify all these systems where no natural integration existed.”

— Tasliem Williams, Senior Manager of System Administration, Maitland Group
Transamerica Strategic Automation Spurs Innovation

Business Challenge
Transamerica Life Insurance Company, part of the Aegon Group, provides a variety of financial services—from life insurance to retirement plans—to more than 20 million people worldwide. Transamerica’s Global IT organization is constantly seeking new ways to boost efficiency while remaining agile, innovative and one step ahead of shifting customer expectations. Their challenge is further complicated by regulatory compliance standards governing the industry. The task of maintaining and demonstrating compliance with multiple standards needs to be done fast and consume as few resources as possible.

9,000 Staff Hours Saved
Global IT is leveraging TrueSight Automation for Servers and BMC Helix ITSM to power an intelligent closed-loop compliance process. The result validates compliance; identifies, fixes, and revalidates out-of-compliance servers; and creates audit reports. Additionally, TrueSight Orchestration enables event-driven automation, eliminating manual efforts that previously consumed staff time.

- The closed-loop compliance process has slashed resolution times for compliance issues from days or even weeks to minutes.
- The compliance process has also reduced the auditing preparation effort from six people working in a room for a week to one person spending just a few hours.
- In the first seven months, automated event response handled 94,273 events and saved more than 9,000 hours of staff time.
- Event-driven automation has reduced the load on the level-2 staff, freeing staff time for more strategic activities.

“The real story here is about transforming the mindset. We’ve gotten past being reactive and we’ve moved into proactive mode. And that has put our team on a whole new level with respect to serving Transamerica customers.”

— Chris Blanks, Technical Automation Specialist, Transamerica
Itaú Unibanco

Transforming Connections with Data for Clients

Business Challenge

Itaú Unibanco is the largest financial conglomerate in the Southern Hemisphere and the tenth largest bank in the world. It has over 94,000 employees, 4,000 branches and 46,000 ATMs serving a global customer base. Over the last decade, significant advances in mobile technologies have led to increased consumer demand for new digital-first banking services. Itaú’s production and IT process teams are embracing this need by transforming their systems and applications with automation to be more efficient, ultimately delivering powerful new client experiences.

10% of Accounts Opened Digitally
Itaú Unibanco

BMC Solution

Control-M is the bank’s primary digital business automation platform: if it stops, the bank stops. Transforming the way that customers’ expectations of a bank, they process over 14 million jobs per month, automating diverse batch application workloads for transactions in retail locations, through ATMs, online and on mobile devices.

Itaú Unibanco Transforms Banking with New Digital Services

Business Impact

Itaú Unibanco is leading the industry with the new client-centric banking services it’s rolling out. The bank now opens almost 10 percent of its new accounts directly through its mobile application.

“Control-M is a very important tool that we have. If Control-M stops, the bank stops.”

— Leandro Araujo, Head of Production & IT Process, Itaú Unibanco
Network International
Automation Accelerates Customer Response

Business Challenge
With over 70 percent market share, Network International clears more than one million transactions daily and has transformed the payment service industry in the Gulf, Middle East, and North Africa. The company’s innovative payment solutions and modern processing methods are shaping the payment services industry in the UAE. To meet increasing demand from customers, Network International needed to automate many of its ITSM services. The Network International IT organization partnered with Indian national IT provider Tech Mahindra, a BMC partner that provides customer-centric information technology services, to devise and implement an innovative solution.

80% Reduction in Response Time
The BMC solutions support Network International’s IT strategy, which focuses on delivering products and services that meet the needs of banks, financial institutions, and retailers in a rapidly changing industry.

- A service catalog tailored for each customer allows simple, three-click ticket submission for issues and requests.
- Nearly 80% of requests and issues come through BMC Helix Digital Workplace, reducing the time customers and agents spend on the phone and dealing with email.
- Automation has slashed the time required to create tickets submitted via phone from 20 minutes to 5 minutes (a 75% decrease).
- Average response time dropped from 60 minutes to 15 minutes (an 80% decrease), and IT consistently meets its service level agreement of resolving Priority 1 tickets in 30 minutes.
- Root cause analysis now takes 15 minutes instead of the previous average of two days, and the number of recurring issues is declining.

“Our relationships with customers are much closer because we are more responsive to their payment gateway needs. Plus customer self-service through BMC Helix Digital Workplace is giving us a competitive advantage and helping us increase market share in the region.”

— Prasanth Prasannan, Vice President IT Services, Network International
The Future of Financial Services Is with BMC

Technology is the differentiating factor in the financial industry, impacting everything from new client registration to the ability to process huge amounts of information quickly. But that’s not enough. Because that technology needs to be integrated, automated, and intelligent, BMC is the leading force. Enabling institutions to focus on customer service and innovations that impact their business and their customers as they strive toward becoming an Autonomous Digital Enterprise, BMC and its partners are leading the transformation.

For more information, visit BMC.com.