

# ING Bank Slaski Automates Data Processing with Governance

With Control-M and Bluematrix Data Manager, ING Bank Slaski reduces processing time by 70% while improving its data ingestion and validation processes



## ABOUT ING BANK SLASKI

ING Bank Slaski is one of the largest banks in Poland with the majority owner being the Dutch ING Group. The bank has more than 300 bank branches, 4,400 ATM machines, and nearly five million retail customers. Always putting customers first, the bank offers user-friendly innovative financial products matching their needs. ING was awarded “Digital Bank of Distinction” by Global Finance in 2017 for its modern mobile banking application and is part of the UN Environmental Program, which requires organizations to take actions to reduce negative impacts on the environment.

## IT'S ALL ABOUT THE DATA

The bank handles large amounts of data through the use of a corporate data warehouse as well as a big data platform. Their data warehouse is fed by data extracts from over 40 internal sources and that includes not only loading the data but also transforming it as needed before loading it daily to its required destination.

Getting the accurate data on time is critical for the many of the bank's services as well as reporting, including financial reports and regulatory reports that go out to various regulators such as the National Bank of Poland and the European Central Bank (ECB). Delivering a report late could result in fines as well as limit some of the bank's activities if it happens frequently.

Machine learning and data-driven models are running on the bank's big data platform with Hadoop. These models support multiple applications such as payments, credit risk, and analysis of the buying trends of financial products offered by the bank.



**Hours**  
instead of weeks for  
workflows



**70%**  
reduction in  
processing time



**5 Million**  
customers  
supported

### REDUCING COMPLEXITY WITH A HOLISTIC AUTOMATION APPROACH

Over time the bank has used automation across a variety of IT and business functions to run a leaner, faster, and more data-driven business. The result was a complex web of automation solutions, along with the built-in capabilities of their data warehouse platforms. This not only required them to maintain different skill sets, but also brought to the surface some of the automation functionality gaps of the tools, resulting in a need to develop it themselves.

“Instead of creating business value for our customers, we had to spend our time maintaining and supporting multiple tools,” says, Mariusz Narewski, Senior IT Manager at the bank.

At this stage, the bank decided to take the platform approach and standardize the digital business automation capabilities across multiple systems with Control-M from BMC. With its rich set of advanced automation capabilities and ease of use, Control-M was chosen to automate and orchestrate many of the bank’s business processes, eliminating the need to support different automation tools and maintain multiple competencies. It also allowed developers to spend less time on scripting and operational plumbing and more time on delivering value to the business.

### THE BIG DATA CHALLENGE

During the process of modernizing their applications and taking advantage of big data technologies, the bank’s IT organization realized that the extract/transform/load (ETL) tools they currently used would not work to manage the data to support their newly built services in their Hadoop environment. There was a particular concern regarding the lack of governance and lineage recording capability with the existing ETL tools.

Data Manager from Bluematrix immediately stood out as the data management solution to address the bank’s requirements to ingest, govern, mask, and transform the data, as well as support the growing need of complying with the GDPR rules.

Data Manager is used for the creation of the data pipelines—this involves ingesting, validating, and transforming data that is extracted from multiple sources, and applying governance rules and lineage recording to this process so that all activity carried out with the data is done so in a GDPR-compliant and secure manner. Data Manager then uses its integration with Control-M to orchestrate the associated workflows.

### ONE PLUS ONE EQUALS MORE THAN TWO

Data Manager, with its tight integration with Control-M, makes it easy to configure the required actions with the data and construct it into workflows. These two solutions combined address the bank’s need to easily and rapidly define and execute new data processing workflows, supporting the business’ appetite for analytics. Workflows are now generated within hours rather than weeks, and in a manner that is GDPR-compliant and data-secure.



All processing of the data-driven models in the big data platform is automated by Control-M and the logic of the data processing is defined and supported by Data Manager Control.

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**Mariusz Narewski**

Senior IT Manager  
at ING Bank Slaski

Finally, the data analysts can be assured that the data required will be delivered on time, every time so they can provide powerful insights to the business.

**FOR ADDITIONAL INFORMATION**

-  [Visit the Control-M web page](#)
-  [Visit the Bluematrix Data Manager web page](#)

