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Case Study

MembersEquity Bank
The Super Funds Bank

ME Bank

📖 **INDUSTRY**
Financial Services: Banking

❓ **CHALLENGE**
Automate batch processes and speed issue resolution to ensure low-cost, high-quality customer service.

🔑 **SOLUTION**
BMC Control-M Workload Automation, BMC Control-M Batch Impact Manager and **BMC Control-M Advanced File Transfer** enhance batch execution and increase system availability.

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

ME Bank (AU) cuts overnight batch processing windows to deliver great banking services on time, every time

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 updated and 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.

BMC SOLUTION

BMC Control-M Workload Automation, BMC Control-M Advanced File Transfer, and BMC Control-M Batch Impact Manager work together to deliver an intuitive and powerful batch process automation capability, while providing a proactive assessment of any risks, issues, and dependencies—enabling the staff to create and run jobs quickly and reliably.

BUSINESS IMPACT

Control-M solutions enhance batch execution and speed 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," says Gendry Morales, application service manager at ME Bank. "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."

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