›› BRD – Groupe Société Générale

Automated **Data Processing** with **Control-M**

BRD – Groupe Société Générale

Bd. Ion Mihalache nr. 1-7, sector 1
011171 Bucharest
Romania
www.brd.ro

Customer profile

BRD – Groupe Société Générale ranks as the first of the financial entities listed at the Bucharest Stock Exchange and the second of all listed companies. The company is deeply anchored in the Romanian economy with more than 600 agencies and more than 900 ATMs. BRD – Groupe Société Générale employs more than 7,500 staff. The majority stake is held by Société Générale, one of the most important banking groups in the Euro zone. The bank's portfolio is structured around three core businesses: retail banking and financial services, global investment management and services, corporate and investment banking.

MATERNA
Information & Communications

MATERNA
Information & Communications

Initial situation

BRD – Groupe Société Générale has experienced very strong and rapid growth in recent years. The IT production centre has had to be able to sustain this rapid growth with new applications, support more servers and adapt the infrastructure to the demands of the business.

In addition, BRD – Groupe Société Générale wished to automate the data processing and monitoring of the different systems which make up the core banking application – iBank. The iBank application is the main application on the BRD branches' workstations. The company wanted to centralise all the critical alerts from the iBank systems in the helpdesk department, in order to ease the burden on the production department. This should free up important human resources who could then work on other important strategic tasks for which the IT production department is responsible.

One of the important tasks within their system management activities is managing the batch processes. Batch processes are executed on different platforms and by different applications. Previously, batch jobs had to be launched manually by the operators or by specific programmes provided by the various operating systems.

Thousands of batch processes had to be carried out at the end of every day and every month. New applications had to be introduced on a regular basis. New demands from the business also had to be considered in order to support the rapid growth of the bank, with new branches being opened almost on a daily basis. Maintaining batch processes thus became increasingly difficult. To manage hundreds and thousands of batch processes manually is quite time-consuming and complex. Therefore, they set up a project to improve the batch processing processes.

Implementation

The IT production department drafted several requirements that the batch process management had to fulfil:

- The maintenance of the internally developed scripts had to be simplified.
- The process of batch scheduling between applications had to be automated and made flexible. These changes were very complex and difficult to monitor and maintain.
- The number of incidents requiring manual intervention during the scheduling process had to be reduced.
- The human resources available should be used for more productive tasks. Human errors should be eliminated.

The next step was the selection of a suitable system management tool. The bank decided on the tools Control-M and Performance Manager from BMC. Both products had been used by Société Générale in France for many years and they had very good experience with them. As implementation partner they took MATERNA on board because they offered a gradual approach. MATERNA performed a feasibility study, which checked the full capability of the software products and also verified the implementation skills of the technical team. MATERNA also implemented and configured the new system management tools. The solution has been successfully in use since 2006. As a result of introducing both products a 400 percent reduction in manual processes could be achieved over a two-year period. In future, any newly introduced application which performs automation-related tasks will be automated with Control-M.

Advantages

- Automation of many processes
- Interaction of applications with each other
- Quick reaction to incidents that occur during the execution of batch processing
- Reduction in resources involved in monitoring the end-of-day process
- Freed up resources could be shifted to other important system management tasks
- Enhanced ability to meet service level agreements