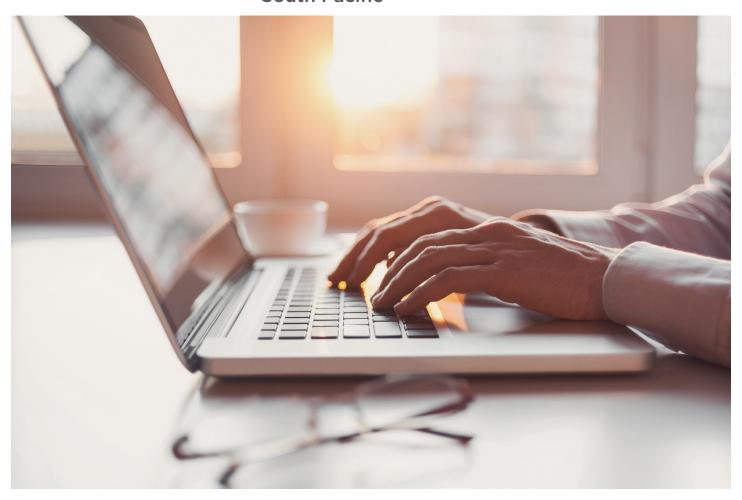**Case Study**

Dollar Universe Workload Automation

Automating TCS BaNCS with Dollar Universe Workload Automation Pays Dividends for Bank of South Pacific

Client Profile

Organization: Bank of South Pacific
Industry: Banking

Business

Bank of South Pacific (BSP), the largest retail bank in Fiji, provides corporate and retail banking services to over 200,000 customers. The bank uses the TCS BaNCS core banking application to deliver many of the services it offers to its domestic and international clients.

Challenge

- Reduce operational costs
- Decrease end-of-day process time
- Increase efficiency and make better use of staff

Solution

- Ease of integration with TCS BaNCS
- Automated file transfers
- Event-driven scheduling and alerts to staff about errors

Results

- 80% savings in overtime costs
- Elimination of overnight shift
- 40% increase in staff productivity
- Reduced time to deliver TCS BaNCS workload

Business

Fiji's Largest Retail Bank
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Challenge

Increase Efficiency and Make Better Use of Staff
With a focus on providing individually tailored offerings to their customers, delivering responsive client service is the top priority for the IT department at BSP. In addition to providing users with online transactions services, TCS BaNCS generates significant end-of-day workload that has to complete before the bank opens for business the following day.

BSP had developed scripts to execute the update and reporting jobs that needed to run each night. A 24x7 IT Operations team was responsible for managing the submissions, TCS BaNCS jobs, and dealing with other workload that required manual intervention. The bank wanted to reduce operational costs and make more effective use of its headcount. They identified that workload automation could help them achieve this goal while advancing the efficiency and responsiveness their clients expected.

"Our batch processing was taking a long time to complete," explained the Core Banking System Consultant with BSP. "Our EOD (end of day) process is getting longer and lots of manual work is required. We wanted to automate this and other tasks with the goal of removing the need for a night shift. We knew that automation could help us reach a higher level of efficiency, reduce costs, and make better use of our staff."

Solution

40% Increase in Staff Productivity
BSP required an automation solution that would easily integrate with TCS BaNCS, provide centralized management and visibility of their IT workload, and be easy for their IT Operations staff to use. Sending and receiving data to and from external systems, the bank also wanted a tool that could automate file transfers. After evaluating four potential solutions, BSP selected Dollar Universe Workload Automation.

Working together, the BSP and Dollar Universe Workload Automation teams rapidly automated the workload being generated by TCS BaNCS. BSP was able to reduce elapsed times for its overnight workload by managing dependencies, removing unnecessary human interventions, enabling event-driven scheduling, and providing immediate alerting of staff when errors occur.

Dollar Universe Workload Automation is used to manage other critical tasks, including database backups: BSP automates database restores and file backups onto another server to run other jobs. Prior to the implementation, BSP relied on IT Operations to manually start the TCS BaNCS online systems. With Dollar Universe Workload Automation this process is automated—ensuring that end-users get timely access to their services with the assurance that all production batch jobs have completed.

"We found Dollar Universe Workload Automation was well structured and simpler to use than the other products we assessed," said the Core Banking System Consultant. "It's easy to navigate your way around with better change management processes. We've managed to automate all our TCS BaNCS batch workload. If a problem occurs overnight, Dollar Universe Workload Automation generates SMS messages informing our SBO (stand-by officer) team that they need to intervene. We also have email alerts going to our call center team which ensures that someone is attending to the issue and taking corrective action."

Solution (con't)

BSP outsources the printing of customer statements. Dollar Universe Workload Automation synchronizes the completion of the TCS BaNCS jobs that generate the statements with the transfer of files to the print service provider. This ensures that BSP customers receive details of their most recent transaction activity.

"There are quite a number of reports that require converting to MS Word and Excel Macro and then emailing to users. We are automating all of these now on Dollar Universe Workload Automation," explained the Core Banking System Consultant.

The Core Banking System Consultant added, "Initially we bought Dollar Universe Workload Automation to automate our batch processes but then realized its potential in enhancing our business services and now use it to integrate with our Microsoft Sharepoint application, when notifying our customers by SMS and email about their loan applications."

Benefit

Reduced Time to Deliver TCS BaNCS Workload
The Dollar Universe Workload Automation implementation has allowed BSP to save 80% in overtime costs by eliminating the need for an overnight shift. It has also been able to elevate IT Operations staff previously assigned to manual processing tasks into application development and business analyst roles that make a greater contribution to overall company success.

"As well as savings on overtime costs, we have managed to reduce the headcount responsible for running production workload from eight FTE to five with Dollar Universe Workload Automation. In addition to the cost savings, we are extremely pleased with the increased control and effectiveness we have of our overall system."
– Core Banking System Consultant

For more information, please visit ca.com/automation.