

# Banco Mercantil do Brasil Migrates to CA Workload Automation ESP Edition and Increases its Productivity



## CLIENT PROFILE

**Industry:** Financial

**Company:** Banco Mercantil do Brasil S/A

**Employees:** 2,600

## BUSINESS

Founded 71 years ago, Banco Mercantil do Brasil is the country's only mid-sized retail bank. It has 194 branches throughout Brazil and a branch on Grand Cayman Island.

## CHALLENGE

The institution was already using two CA Technologies solutions to monitor jobs in the mainframe and distribution environment. With company growth came the need to adopt a single scheduling and monitoring point for these tasks.

## SOLUTION

The institution decided to migrate to a complete integrated solution. After several evaluations conducted together with CA Technologies, it opted for CA Workload Automation ESP Edition.

## BENEFIT

Since implementing CA Workload Automation ESP Edition, Banco Mercantil do Brasil has improved job monitoring, increased productivity and enhanced organization operations through a centralized monitoring system.

## Business

### **Brazil's only mid-sized retail bank**

Founded 71 years ago, Mercantil do Brasil is the only mid-sized retail bank in the country. The financial institution has 194 branches based in Brazil's main cities, with a greater concentration in the south east, particularly in Minas Gerais, the state of São Paulo. The bank also has a branch on Grand Cayman Island, which focuses on trade finance operations.

According to the Banco Central do Brasil, Banco Mercantil do Brasil ranks eighth in total deposits amongst domestic private banks, tenth in credit portfolio and twelfth in total assets. With its headquarters in Minas Gerais, it offers diversified services and products, from those tailored to individuals, such as personal credit, consigned loans, CDB, savings, credit cards and overdraft protection, to those geared towards companies, such as payroll, billing and working capital.

Mercantil do Brasil is part of the Mercantil do Brasil Group, which has companies in the financial sector dealing with investments, credit, financing, securities and real estate, exchange, leasing, insurance administration and brokerage – and in the non-financial sector providing services such insurance administration and brokerage and private pensions, real estate services and business and financial credit securitization.

The bank also invests in projects aligned with principles, ethical conduct and institutional values, and it promotes social-environmental responsibility initiatives in the communities in which it operates. This underpins its commitment not only to clients and shareholders, but also to the environment and society.

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## Challenge

### **Improving workload monitoring**

Banco Mercantil do Brasil was managing its workloads using two CA Technologies tools: CA Jobtrac and CA JMO. As the company grew in an increasingly competitive and complex sector, it realized a centralized solution to improve monitoring and management could increase efficiency.

“Without a strong CA Technologies solution, our daily operations could be compromised.”

**Maurício do Prado Branco**

IT Manager, Banco Mercantil do Brasil S.A

“We were very satisfied with the CA Technologies solutions we were using, but we needed to upgrade them to a single more comprehensive solution,” explains Maurício do Prado Branco, Manager of Information Technology at Banco Mercantil do Brasil.

The institution had used the tools for 15 years, with their availability essential for daily banking operations. “Without a strong CA Technologies solution, our daily operations could be threatened, impeding the updating of our databases,” says Prado.

Disrupted workload management processes could cause a reduction in sales or adversely impact the bank’s reputation.

Although the bank’s customers were very satisfied with the existing level of service, the IT team decided that implementing a new solution could further improve these services. In particular it realized that centralizing the monitoring of jobs in progress with a single solution, whether they were running on a mainframe or on a distributed platform, would increase efficiency.

As implementing a new solution would require critical systems to be migrated, it was essential to clearly define the responsibilities, communications and commitment of the bank’s chosen IT partner before embarking on the project.

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## Solution

### **Unified monitoring of jobs and their status**

To ascertain the best solution, Banco Mercantil do Brasil worked closely with CA Technologies to evaluate CA Workload Automation ESP Edition and perform a series of conceptual tests. The results of these tests help the bank define the best practice process for the migration to reduce risk and maximize efficiency.

At the end of 2011, the bank’s workloads were migrated to CA Workload Automation ESP Edition. “The advantage of migration to a compatible solution was that no integration work was necessary,” recalls Prado.

The implementation work was carried out on time and without any unforeseen issues, with the synergy between the CA Technologies team and the bank’s team fundamental to the success of the project. “In every stage of the project, CA Technologies demonstrated excellent professionalism, great knowledge of the product and in-depth engagement with our IT team,” affirms Prado.

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## Benefit

### **Efficiently monitored workflow increases productivity**

With CA Workload Automation ESP Edition, Banco Mercantil do Brasil has improved job monitoring, increased productivity and enhanced organization operations through a centralized management system. “Today, the user can track jobs through workstations,” says Prado.

With CA Workload Automation ESP Edition in place, the bank has also been able to:

- Manage events through automated business processes
- Simplify and centralize management of resources
- Enable critical path analysis through SLA management
- Monitor job status based on different criteria, according to each department's needs
- Implement a user-friendly graphic interface.

“Now the user can track jobs through workstations.”

**Maurício do Prado Branco**

IT Manager, Banco Mercantil do Brasil S.A.



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