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A **Broadcom** Company

Automic® Automation

Swisscom Delivers Superior IT Services with Automic Automation

Business

Swisscom is a formerly government-owned telecommunications company that provides IT services to nearly 100 customers consisting of both internal Swisscom AG clients and external customers in the government, banking, and manufacturing sectors.

Challenge

- Wish to expand its IT infrastructure to grow in external markets
- Needed to guarantee financial stability to banking industry customers
- Manual scripting was a constraint to growth

Solution

- Reliable core scheduler with certified integration with Avaloq
- Better visibility for end-to-end production environment
- Ability to generate templates and standards that are reusable for every customer

Results

- Cut implementation time by 75%
- Provided end-to-end system visibility
- Reduced costs with reusable templates & standards

Client Profile

Organization: Swisscom

Industry: Telecommunications

Business

Offering Switerzland the Most Comprehensive Network Infrastructure
Swisscom is a formerly government-owned telecommunications company that provides IT services to nearly 100 customers consisting of both internal Swisscom AG clients and external customers in the government, banking, and manufacturing sectors. Focusing on IT scheduling, operations management, job engineering, and consulting, Swisscom offers its customers enterprise scheduling, process automation, and backup services. They support SAP landscapes and mainframe infrastructures, as well as Unix, Linux, and Windows based systems.

Swisscom began as an internal group servicing the corporate telecommunications and IT operations. Seeking to expand the overall process, Swisscom decided to leverage the IT services infrastructure to grow in external markets. Their first significant engagement was with a ten bank system implementing and managing the integrated banking application Avaloq. From then on, Swisscom began building partnerships with software and hardware companies that could help provide additional solutions for its customers.

Business (cont.)

As part of the largest telecommunications company in Switzerland, Swisscom offers its customers the most comprehensive network infrastructure in the country. A key differentiator for banking industry customers is that Swisscom is wholly contained in Switzerland, meeting the regulatory requirement that all data resides in the country. With the Swiss Confederation as the main shareholder of Swisscom, customers also benefit from an unmatched guarantee of financial stability.

Challenge

Reduce the Strains of Manual Scripting

As the Swisscom Process expanded, it became obvious that using manual scripting to manage job processing was going to constrain growth. They decided to invest in an automation solution with a reliable core scheduler as well as the ability to interface with Avaloq for their banking customers. They also sought better visibility for their end-to-end production environment. Swisscom selected Automic Automation as it offered certified integration with Avaloq and met all their other process criteria.

"Automic Automation is a strong product," said Mustafa Yurtbil, Head of Job Scheduling and Process Automation Service. "One of the big differentiators is the ability to generate templates and standards that we can use

for every customer. In the past we had to use a lot of scripts and scheduling solutions for each new customer. Today we consolidate all components and have a central process administration, a high level of standardization, and e2e process control. That makes life very easy for us."

Solution

End-to-End Activity Visibility

As Swisscom expanded its customer base beyond the banking sector, they began to realize other advantages of using Automic Automation.

"The biggest problem we have is the time pressure when bringing on new customers," said Yurtbil. "The automation templates and standards give us the ability to work fast. We've been able to reduce the time it takes to bring customers on board from 6-8 months to 2-3 months. This allows us to be responsive to customers' needs while still offering them the same high quality service. Other automation tools are not as fast and the quality is not as good." Not only does Automic Automation provide an end-to-end view of processing activities, it also supports Swisscom IT's heterogeneous landscape which includes Unix, Linux, mainframe, Windows, and SAP-based systems.

Results

Unified Automation Platform

Swisscom built a new infrastructure and migrated all legacy job definitions on to Automic

Automation. During this process they cleaned up all the old, unnecessary jobs that were still resident in the system. Once that project was completed, Swisscom was able to implement a series of production improvements to help streamline its IT operation. AMAG Automobil und Motoren AG was pleased with both the service they received from Swisscom and the capabilities of Automic Automation.

"This was a really good example of our commercial partnership in action," said Yurtbil.

CA Partnership Drives AMAG Automobil und Motoren AG Solution

With a solid automation system in place, Swisscom has been able to partner with CA to acquire new customers.

For example, AMAG Automobil und Motoren AG, a Swiss car importer and dealer, needed to modernize its SAP- and non-SAP batch scheduling. Their supply chain was being interrupted and revenue was affected with shipments being held due to lack of timely shipping documentation. Operational savings could be achieved by outsourcing their other IT requirements.

Looking for quality of service with a state of the art job scheduler, AMAG Automobil und Motoren AG chose the partnership with Swisscom and CA. Swisscom provided the infrastructure and applications while CA Technologies delivered automation in the form of Automic Automation.

Future of the CA/ Swisscom Partnership

A One-Stop Customer Solution
"As an IT service provider, it's important for us to work with strong partners like CA. We know they have a professional product and will be there to help us if we run into a problem. That's a good basis for a cooperation – it is what we expect from a high level software supplier," said Yurtbil. "It gives me a good feeling."

> **"We want to take this next step so we can be a one-stop solution for our customers. With Automic Automation we can now provide them with both great service and a great product."**
> – Mustafa Yurtbil, Head of Job Scheduling and Process Automation Service

Swisscom is planning to expand its partnership with CA and offer their combined solution in the Swiss marketplace. "We want to take this next step so we can be a one-stop solution for our customers," said Yurtbil. "With Automic Automation we can now provide them with both great service and a great product."

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