

Automic[®] Automation

ING Bank Turkey Streamlines Processing and Lowers Risk with Automic Automation

Business

ING Bank Turkey is one of the country's leading financial institutions, offering a wide range of products and services to individual and corporate customers in the areas of banking and investment services.

Challenge

- Optimize start-of-day and end-of-day business processes.
- Reduce mean time to recovery.
- Improve pinpointing and troubleshooting issues.

Solution

- Rapid creation of workflows.
- Flexibility when managing complex dependencies.
- Reliability and scalability to support high volume demands.

Results

- Processed ten times as many jobs in the same timeframe while reducing the necessary headcount by over 20%.
- Eliminated start-of-day and end-of-day processing errors and met compliance objectives.



Client Profile

Organization: Stichting ING Aandelen

Industry: Banking

Business

Offering Financial Solutions Anywhere, Anytime

ING Bank Turkey is one of the country's leading financial institutions, offering a wide range of products and services to individual and corporate customers in the areas of banking and investment services. This regional subsidiary of the ING Group, which is based in the Netherlands, has significant potential for growth because of the rapidly growing economy and the consumer appetite for financial services. However, to capitalize on this opportunity, ING Bank Turkey needs to squeeze more from existing resources, to ensure that customers receive responsive, rewarding services, and to adhere to ever-tighter regulatory controls.

Business (cont.)

The bank is continually looking at ways to align IT with the business and to meet ever more stringent directives from the business surrounding data availability and security. Halit Ayyilmaz, VP of Data Center and System Operations, picks up the story: “We were facing pressure on two fronts,” he says. “The first was to accelerate and streamline the IT processing around our start-of-day and end-of-day, the approach we used was manual and labor-intensive. The second was to automate disaster recovery processes, making it easier to ensure business continuity across the bank’s growing and increasingly complex environments.”

Challenges

Urgent Call to Streamline Financial Close

Optimizing start-of-day and end-of-day processes were the primary catalyst for change. ING Bank Turkey relied on time-based job scheduling, scripts, and manual operations to manage IT workloads across its core banking applications, credit card handling, consumer credit, and other back-office processes. This cumbersome approach was also used to process recurring jobs. For example, if a customer took out a loan in a branch in Ankara, they would receive an SMS message or email immediately after, confirming the transaction and thanking them for the business. The bank needed to process thousands of jobs like these, whether they occurred every few seconds or every few hours.

This manual approach to start-of-day and end-of-day processing undermined the ability for IT to align tightly with the business and to meet SLAs. Moreover, because IT operations had limited visibility, it was more difficult for them to pinpoint and troubleshoot problems. “Previously, we had 15 systems administrators completing up to 1,000 overnight and recurring jobs, equivalent to 18 million executions every month. They had to wade through 30 pages of manual instructions,” explains Ayyilmaz.

Similar to any financial institution, disaster recovery (DR), data protection, and accessibility were also critical tasks for the bank. ING Bank Turkey’s aim was to implement DR more efficiently, cutting the mean time to recovery (MTTR) across its growing and increasingly complex Linux, Windows, and Solaris environments. “There were so many manual tasks involved, that recovery time seemed to take forever. We needed to automate the DR process,” says Hakan İnceoğlu, Senior VP of Technology.

So why did the bank choose Automic Automation? “Everything about Automic pointed to it being the best-in-class solution for business automation,” says Ayyilmaz. “The ease of use, the rich functionality, and the rapid creation of workflows were all very impressive. We were equally pleased with the commitment, expertise, and professionalism of the local Automic partner DataServ during the proof of concept phase.”

Solution

Complete Visibility, Control, and Compliance

By standardizing on ONE Automation, ING Bank Turkey gained complete visibility and control over its business workloads. The IT Operations team now has the flexibility it needs to manage complex dependencies, to quickly create new processes, and to synchronize file transfers with Automic Automation. It all adds up to ING Bank Turkey achieving faster, more reliable, and more scalable processing, for both the start-of-day and end-of-day processing and DR testing. Those 30 pages of manual instructions have been replaced by one straightforward fully automated Automic solution.

The results have been dramatic. In terms of the start-of-day and end-of-day processes, Automic Automation enables the bank to process ten times as many jobs in the same timeframe; the bank now processes 10,000 jobs compared to the 1,000 jobs that they were previously able to do. In addition, the number of system administrators involved in the process has been reduced by more than 20%. Moreover, the entire process is almost error-free. “Before, we used to react to problems as they occurred. Now, we can proactively monitor jobs as they are running jobs and creates alerts to notify us if a job execution exceeds a predetermined threshold value,” says Ayyilmaz.

It does not stop there. New hires in IT Operations can become

Solution (cont.)

productive very quickly using Automatic Automation. And the IT operations team can quickly generate analytical reports concerning run time, start time, end time, duration and more, in support of continuous workflow improvement. “The interface is so intuitive, the operators can manage the start and end-of-day process, plus monitor all other activities, with very little training. All of this enables ING Bank Turkey to redeploy resources to other, more strategic tasks,” explains İnceoğlu.

Results

Lowered MTTR by a Factor of Four

According to Ayyilmaz, the results of the DR testing process have been dramatic. For example, 90% of all switchover tasks are now automated. “During a recent test, we switched the core banking system to the DR site in 80 minutes, and next day returned it to the primary data center site in 40 minutes. Previously, using the manual method, that would have taken four times longer. We have shrunk the MTTR and delivered an almost error-free DR process,” he

says. He concludes, “Automating the bank’s manual processes and complex manual decisions has had a transformative impact on ING Bank Turkey. The business is now leaner, more agile, and positioned to meet every compliance objective.”

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