

BMC and Tech Mahindra Transform Leading ASEAN Bank's Operations with Automation

Overview

In this case study, we look at how Tech Mahindra helped a leading ASEAN bank transform its manual batch execution processes and consolidate multiple tools with Control-M from BMC.

Client Background and Challenge

A leading bank in ASEAN with nearly 33,000 employees and over 19 million customers, wanted to consolidate multiple tools and transform its manual-based job scheduling into a single tool for automated batch operations.



Managing batches across multiple tools has been a huge challenge for the bank's IT operations. And a lack of centralized control over application batches negatively impacted efficiency and optimization and led to errors and delays that significantly impacted revenue.

The bank's automation goals included the ability to:

- ▶ **Map**
Map jobs and scripts for each application, along with its dependency and sequence
- ▶ **Consolidate**
Review and consolidate redundant jobs and scripts
- ▶ **Optimize**
Optimize the number of jobs, execution times, and costs of operations
- ▶ **Migrate**
Migrate to an agile workload automation solution

Our Approach and Solution

TechM proposed Control-M as a centralized workload automation platform and recommended multiple phases of execution for the project:

Phase 1 targeted Murex and Clicks applications, the most critical business-generating applications for CIMB. Over 900 jobs were automated and scheduled through Control-M, resulting in zero business losses.

Phase 2 automated 1,500+ jobs across more than ten business-critical gold applications.

Phase 3 automated 1,900+ jobs spanning 14 silver applications.

Value Realized



80%

improvement in
business SLAs



100%

centralized
visibility



80%

reduction in
compliance and errors



60%

reduction in
operational expenses



Business and Community Impact

Control-M manages jobs across a complex web of connections and interdependencies among hundreds of applications that access the company's data warehouse and consolidated data store. Nightly processing ensures that senior management and financial advisors have the data they need to help clients with investment decisions.

Benefits include:

Single pane of glass monitoring, self-service, and predictive analytics helped IT increase efficiency and reduce errors and delays by 80 percent

Decommissioning of licensed products helped reduce operational costs

Full automation of critical file transfers helped manage critical Kubernetes workflows

Workload engineering consistently beat its aggressive SLAs, with service availability two hours earlier than expected

Audit report preparation was reduced from two to three weeks to a few hours.

Automated alerts reduced the impact of batch processing failures by up to 90 percent by guiding support staff through remediation

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