



Scandinavian Bank automates IBM WebSphere Message Broker deployments to reduce operational risk and make productivity improvements

“Our change management process for Message Broker was entirely manually handled which we considered to be a big operational risk. It was also hugely time consuming for both the WMB developers and administrators. By implementing the MidVision Extension to the IBM Rational Automation Framework for WebSphere Message Broker we were able to evolve a fully automated change management process.”

Application and Information Architect



Customer: Scandinavian Bank

Industry: Banking

Deployment Country: Sweden

Solution: Application Release Automation, MidVision Extension to IBM Rational Automation Framework for WebSphere Message Broker and MQ on zOS

Overview

This Scandinavian bank has over 7.8 million private customers and more than 600,000 corporate and organisational customers. The customers are served through more than 500 branches in 13 countries, principally the four home markets of Sweden, Estonia, Latvia and Lithuania. The bank consists of four business areas: Retail, Large Corporates & Institutions, Baltic Banking and Group Functions & Other.

Business need

IBM WebSphere Message Broker is a crucial component of many of this bank's core business systems, running on the super-resilient and performant zSeries platform. The middleware infrastructure has evolved over time as the business has requested change and is complex and multi-layered. All changes by the developers were performed manually - introducing a huge amount of operational risk as the approach often resulted in errors and downtime. Additionally, the deployment process formed a bottleneck to delivering value and the developers were increasingly frustrated with the time it was taking to get their new developments to market.





Solution

The bank identified that they needed to automate what was an entirely manual process and looked around the market for possible solutions. They identified that using the MidVision Extension to the IBM Rational Automation Framework for IBM WebSphere Message Broker would enable them to achieve the automation targets they had defined and ran a Proof of Concept for a week to prove several use cases including rollback and composite deployments.

Benefits

By introducing an automation tool and moving away from a manual process, the bank was able to make huge productivity improvements by delivering more change faster with fewer errors. The automation also reduced operational risk and downtime and consequently the business' satisfaction with IT Operations improved, as did customer satisfaction and collaboration between the development and operations teams became more fruitful.

Additional Case Study Background

The bank has a number of priorities tied to its long-term strategies:

- Improve customer offering
- Increase decision-making close to our customers
- Focus on productivity
- Capital and funding management





There were three key aspects to this work:

1. Delivering Change to Customers

Like most banks, this one is under constant pressure to innovate to compete. Their customers are increasingly empowered by mobile and social technologies and the bank needs to keep up with their demands - delivering change at a faster pace than ever before.

Using this automation tool has enabled the bank's developers to take new developments to the market at high speed, with little risk helping the bank to achieve their top priority of improving the customer offerings.

2. Focus on Productivity


Another of the bank's key business priorities, the focus on productivity, was directly addressed by the introduction of an automation tool to manage the release process.

The bottleneck of the manual processes was removed and developers were given secured, self-service access to their projects so that they could manage the releases themselves with approvals from the operations team. The operations team no longer had to undertake tedious, time-consuming manual releases, enabling them to work on other ways to make improvements to the bank's customer offerings.

3. Reducing Operational Risk

Key to the bank's decision to implement an automation tool was the recognition that the old, manual process was putting the business at risk of key, core systems failing – costing them money and credibility.





Additionally, the manual processes were so convoluted and complex that their intricacies were only known by one or two staff members - not just a bottleneck, but also a serious problem should these staff move.

The introduction of the MidVision Extensions to RAF to manage the Message Broker environments assured the delivery of releases, eliminating risk.



Products and services used

MidVision products and services that were used in this case study:

Software: MidVision Extensions for IBM Rational Automation Framework

Target Environment: IBM WebSphere Message Broker

Services: Configuration and implementation consulting, Support

Take the next step:

