opentext™

Global bank

Industry
- Financial

Solution
- OpenText™ Contivo™

Service
- OpenText Professional Services

Results

⚙ **Eliminated outdated systems,** manual spreadsheets

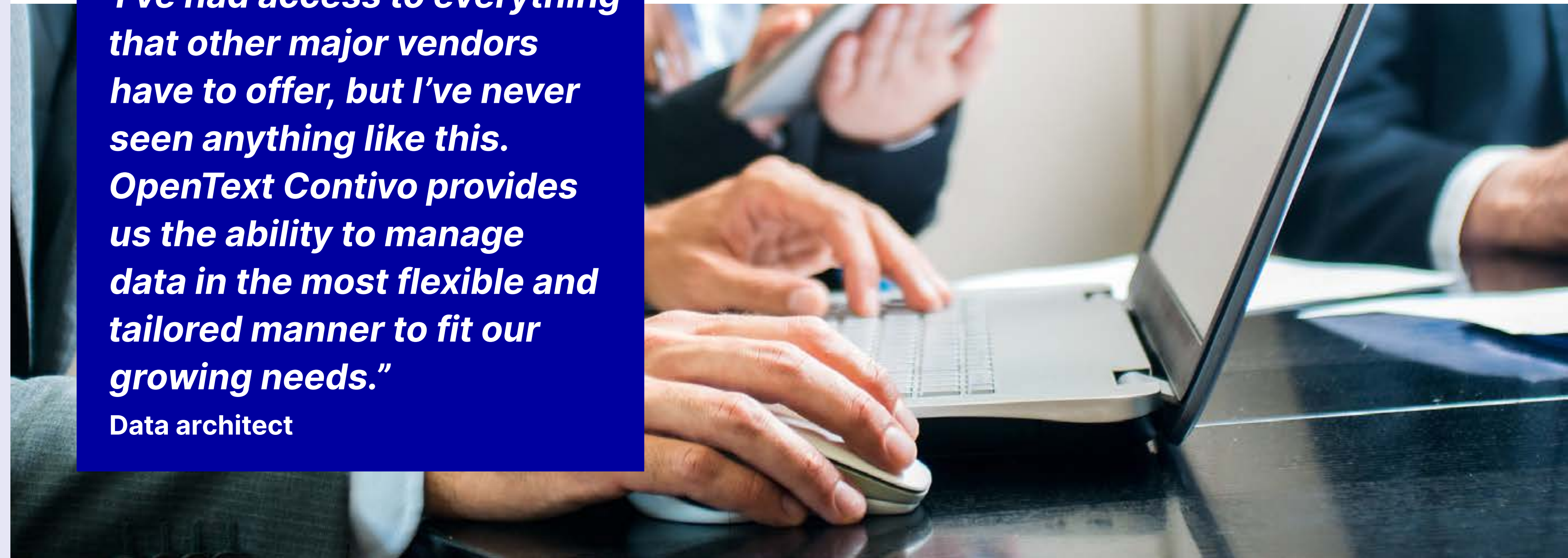🔒 **Established secure, unified financial network** compliant with current regulations

⤴ **Achieved rapid, error-free designs** for communication between branches, personnel, systems

Global bank digitally transforms communications across worldwide locations

Financial institution increases accuracy, productivity, collaboration with OpenText Contivo

"I've had access to everything that other major vendors have to offer, but I've never seen anything like this. OpenText Contivo provides us the ability to manage data in the most flexible and tailored manner to fit our growing needs."

Data architect

Security and effective data management are imperative in the Financial Services industry. Add to that the need for consistency across thousands of locations around the world, and the result is an extremely complex infrastructure.

For one of the world's largest banks, the need for direct communication between tellers and personal bankers with back end systems had become critical. Its legacy records management systems were beginning to outlive their usefulness, and newly enacted international requirements necessitated a unified view of customer data creation to enable seamless collaboration between financial institutions. The time had come to reevaluate the bank's data management process.

After years of managing web services with spreadsheets, it became apparent that the bank's internal services and processes could not keep up with the company's continued growth. With ever-changing global banking demands, reliability and reusability became the primary IT needs for the organization. At the root of the problem was the time and effort the bank invested in managing its services designs through spreadsheets, which were inherently prone to human error and inefficient.

To solve its data management problems and meet internal as well as external security and operational requirements, the worldwide bank looked to OpenText for advanced data modeling and mapping and professional services. OpenText Professional Services approached the bank with a recommended strategy and assessment of the bank's current practices for designing web services. It then developed a recommended strategy centered on making improvements that would help the bank more rapidly create services so it could bring offerings to the market more quickly.

The bank selected OpenText semantic integration technology, OpenText™ Contivo™. To ensure the implementation process moved along seamlessly, the OpenText expert implementation team provided hands on assistance from beginning to end. Upon completion of the implementation, OpenText provided user training, product integration training and solution development training classes for the bank's IT staff.

Through its collaboration with OpenText and deployment of Contivo, the bank achieved rapid, error-free designs and implementations for its communication between branches, tellers and back end systems. Additionally, the uniformity of accessing their data increased exponentially.

Contivo provided the flexibility to integrate any application with any data at any location, without the cost of manually reconciling and validating inconsistent data exchanged between enterprise systems. The software enabled architects, business analysts and developers to leverage their work and knowledge stored in the repository, reducing duplicate efforts that are common in typical integration environments.

Contivo's Interface Intuition further accelerated and simplified the data conversion process for analysts and developers, eliminating the need for laborious and complex hand-coding.

With intuitive data mapping, Contivo helped the bank automate processes to conserve resources through "starter maps" from models and transformation rules stored in the repository, and seamlessly run with the bank's existing middleware. Contivo's Interface Intuition further accelerated and simplified the data conversion process for analysts and developers, eliminating the need for laborious and complex hand-coding.

Together, OpenText and the global banking company created a secure, unified financial network that minimizes the risk of human errors and rids the company of manual spreadsheets. A data architect at the global banking company summarized the main benefits that the OpenText solution provided them: ***"I've had access to everything that other major vendors have to offer, but I've never seen anything like this. OpenText Contivo provides us the ability to manage data in the most flexible and tailored manner to fit our growing needs."***

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit **opentext.com**.

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