

Case Study

LGT Group Automates Avaloq with Automic® Workload Automation



Client Profile

Organization: LGT Group

Industry: Financial

Business

Owned and managed by the Princely House of Liechtenstein for over 70 years, the LGT Group is a wealth and asset management group that serves private clients and institutional investors.

Challenge

- Automate scheduling of Avaloq banking system jobs.
- Manage workload across a global WAN environment.
- Integrate Avaloq with external applications processing.
- Centralize control and monitoring of all systems.

Solution

- A multi-platform enterprise scheduler.
- A certified Avaloq adapter.
- Dynamic workload management.
- Parameter substitution and flexible scripting.

Results

- End-to-end process management and visibility.
- Centralized control and decentralized processing.
- Increased throughput for Avaloq jobs.
- Fewer errors and reduced recovery times.

Business

Offering Tailored Wealth Management Services

Owned and managed by the Princely House of Liechtenstein for over 70 years, the LGT Group is a wealth and asset management group that serves private clients and institutional investors. The bank offers high-net-worth private clients wealth management services that are tailored to meet their needs, from building up and maintaining assets, to passing them on to their successors. For private and institutional investors, the LGT Group asset management specialists aim to identify the most promising investment opportunities the world over.

For many years, LGT relied upon a suite of homegrown banking application written in NATURAL running on IBM mainframe servers to support their back-office business operations. But as their core banking applications were nearing the end of their lifecycle, LGT senior management faced a *build or buy* choice if they were going to modernize their IT systems and provide users with new functionality that leveraged new technological innovations.

Challenges

Centralize Control and Monitoring of All Systems

LGT decided to migrate from their homegrown application to the Avaloq banking system. In addition to offering an integrated banking solution, Avaloq would allow LGT to minimize maintenance overheads with regular software refreshes. These regular refreshes would support the bank in remaining compliant with regulations across different countries in which it operates. LGT identified the need for an enterprise job scheduler that could automate Avaloq's internal processing and enable integration with its 20+ external applications.

"We had time pressures and so there was a very short evaluation period. We developed a set of requirements and a weighted scorecard to assess the different products," said René Maag, IT Production Planner, LGT Group. "While we judged each scheduler on individual features, such as support for dependencies, calendaring, completion code, and error handling, we were also keen to look how each product was architected.

"The products we evaluated offered either centralized or de-centralized management of jobs. On the other hand, centralized would give us an overview of how all systems are doing through a single view. We opted for a centralized approach with Automic Workload Automation. It gave us enterprise visibility at minimum support effort. As it turns out, the product could also be used as a de-centralized scheduler."

Solution

Multi-platform Enterprise Scheduler

LGT will operate five production instances of Avaloq, on behalf of business operations in Liechtenstein, Germany, Switzerland, Singapore, and Hong Kong. Implementing Automic Workload Automation, LGT was able to centralize job definitions for its global operations to a single source. In addition to reducing maintenance overheads, business users were able to take ownership of when jobs ran and to control input parameter settings for their jobs.

Automic Workload Automation submits and monitors Avaloq jobs using a certified adapter allowing LGT to automate period-end procedures and other high volume processing demands. Using an enterprise scheduler to manage Avaloq and external application workload provides the bank with visibility across all of its business processes. Being able to alter the system date means that scheduling procedures for different time zones can be tested. With Automic it is easy to set up a job once with repeated execution. Critical tasks, such as file transfers, can be double-checked to ensure that they complete properly. Error recovery and restart procedures automatically take corrective actions when jobs fail or terminate with non-zero completion codes.

"The Avaloq internal scheduler gives you a view over all of your jobs but each job comprises a few or many tasks and you can't get down to task level. This makes it very difficult to track progress. Now we have much tighter control over our Avaloq workload, 24x7, all year around. We can run jobs in parallel and reduce elapsed times. We are able to start jobs from their point of failure. We can integrate Avaloq processing with our other applications."

- René Maag, IT Production Planner, LGT Group

In addition to managing workload across all Avaloq instances and other applications, LGT uses Automic Workload Automation to automate database cloning, backups, housekeeping tasks. At LGT, there are quite a few instances when calculations consume significant computing resource, such as pillar calculations, resulting in spikes in processing demands. Dynamically controlling the distribution of this workload means these spikes can be smoothed down, reducing the impact on service to other applications and end users.

Results

End-to-end Process Management and Visibility

Automic Workload Automation provides LGT Group with the visibility and control of the IT workload that is generated by Avaloq and its external applications. Integrated version management, and control of job definitions combined with auditing of all changes and processing activities, mitigates IT risk and ensures accountability for LGT. While encryption of all communications related to workload processing enhances security, the ability to edit code-page tables offers the bank increased flexibility when transferring files internationally.

“There is no way we could do what we need to do without using a sophisticated scheduler. Automic Workload Automation provides us with centralized process management and an overview of all systems at a single glance. All the expectations we had set have been met. The product has been very flexible and features as part of the future plans to automate the whole IT infrastructure at LGT.”

- René Maag, IT Production Planner, LGT Group

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