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CA Automic Workload Automation for Temenos Banking and Finance

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Executive Summary

Temenos software for banking and finance is used by some of the most cutting-edge financial institutions in the world. A market-leading solution that allows users to significantly outperform their peers, Temenos ultimately controls every facet of banking, from processing millions of daily transactions down to the daily opening of individual branches. The Temenos suites not only empower banks to transform their customers' experience, but also overcome long-standing barriers to investment by enabling them to progressively renovate their systems, thereby speeding up time to value while simultaneously lowering risk to value.

This provides the solution for banks to serve up the right customer insights, at the right moment, via the right channel, while at the same time driving massive efficiencies in the back office. In short, they offer front-office differentiation with back-office automation.

Temenos is a brilliant solution for banks that are trying to renew themselves in a competitive market, but as with a lot of technology, it is the IT department that has to operate and integrate into the wider corporate landscape.

Seamless day-to-day operation is essential to an effective bank, and when everything runs smoothly there are no problems. However, we only show how talented we are in adversity—when things don't go according to plan. It's how we react and how we minimize the impact to the operation of the institution that are the key differentiators. So with a mix of modern and not-so-modern applications, how do we create the agile enterprise and deliver the digital transformation required?

This white paper highlights some the major challenges to prepare for, the impact they can have on the wider business and the need for a holistic automation policy for both Temenos and the wider application landscape.

SECTION 1**Day-to-Day Operations of a Temenos System**

Temenos is an excellent solution for the institution, but like the majority of products today, it has limited capabilities to execute processing and does not easily provide the visibility required by modern IT centers. The following are areas that cause operational and data fidelity concerns.

Visibility of the operational state

A drawback of the Temenos system is that the operational state information, detailing where we are and how we are doing, is located in a variety of different locations and forms. This lack of visibility forces us to manage in a reactive mode, whereby we are reliant on the business to inform us that an issue exists. Only then will we be able to react to it, often with a race to restore services. But unfortunately, any problem is already affecting the organization. This is juxtaposed with modern proactive management, where IT is notified of issues with enough time to enact a resolution before the business is impacted.

Successful organizations in the digital economy must operate in the proactive mode, allowing them to stay ahead of the curve. Being the first to be aware allows action to be taken sooner, limiting the impact on an organization and, ultimately, its customers. To get to this proactive mode requires visibility of the key information: Only once we see the operational state can we build processes around its management. Automation can then be applied and will react to these situations faster than the human workforce. However, detection and visibility remain essential to start the journey.

To this end, what is really needed is the ability to visualize the information from Temenos in a dynamic dashboard and then create automated alerts to unusual situations. Nonetheless, not all Temenos clients are the same, so this should be assembled based on your specific needs.

COB Stage	Running	Error	Completed	Ready	Total	Percentage Completed
Application	0	0	58	0	58	100.00 %
System Wide	0	0	36	0	36	100.00 %
Reporting	0	0	48	0	48	100.00 %
Start of Day	1	0	14	35	50	28.00 %
Online	0	0	0	21	21	0.00 %
Total	1	0	102	58	211	72.04 %

Such an approach allows state information to be presented in real time, providing operations the ability to see issues before the business and enact resolutions before any damage is inflicted. This includes the status of all COMO directories, phantoms, services, queues and job lists to give a complete view of the operational state.

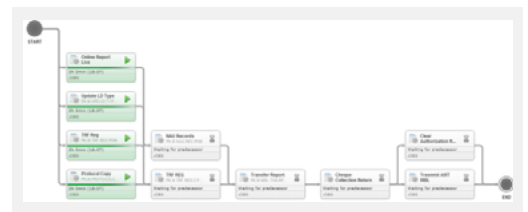
Pre- and post-close of business processing

Close of business (COB) is critical to the successful operation of the bank, and any issues, problems or overruns may inhibit us from opening for the next trading day. So this non-negotiable process has significant resources directed at it to guarantee success.

But both before we start COB and after we complete it, there are tasks that need to be executed. Failure to do this properly will cause significant issues during COB and has the potential to delay opening branches the following morning.

To expedite, we ask our Temenos administrators and power users to instigate and successfully complete certain tasks before starting COB. This mode of operation is wasteful, as it directs human activities to something that should run automatically. Moreover, it is fraught with danger, because people make terrible robots: Humans don't do the same thing every time, are not always immediately on call (creating delays in delivering results) and do not concentrate as fully on uninteresting tasks.

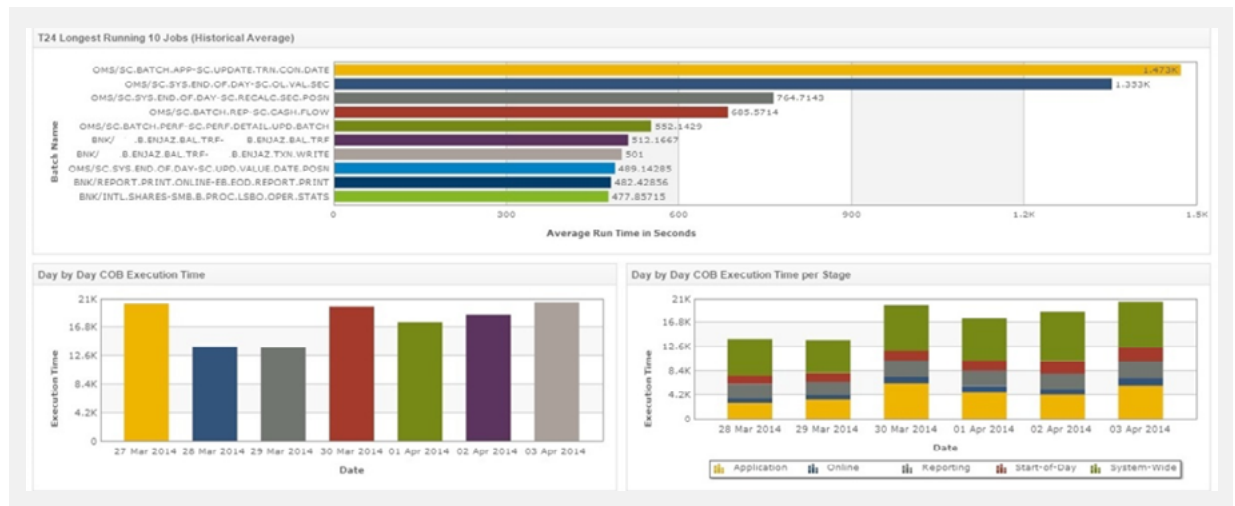
Therefore, to create agility, consistency and fidelity of the entire process, the modern IT organization needs holistic control of all of the execution around a business process. It must be able to model all the steps and checks to confirm successful business outcomes and to raise exceptions and alerts in the advent of failure.



Close of business processing

COB is truly a non-negotiable exercise, and it must be successfully completed for us to begin trading the next business day. The COB process within Temenos is like a little black box—it starts, it executes for a long time and then eventually it completes. However, this is not the best situation for an organization wanting to become proactive in delivering its services, because without intermediate state information, we are blind to what is going on. Yes, we can continually run commands and review logs to determine where we are and how we are moving forward, but this is HR-intensive and typically takes place outside normal office hours. Furthermore, the staff that are on-site are there to run other activities, so drawing them away from their work is an inefficient use of resources.

Instead, we must see into the black box—look at the actual running state of COB and maintain statistics on the processing so we can be informed if things are taking longer than normal. This gives us the ability to present information on our network operations center (NOC) screens, but it also allows the staff to get on with their real jobs, informed of any issues, and then to take required action.



Security controls and workload

Temenos comes with an incredibly powerful command facility and separate Web interface that allows different executions to occur. They are used on a day-to-day basis to drive processing through the system, but for a financial institution, this causes issues around security and compliance. These methodologies increase the number of users that need to be granted access for a successful operation, creating challenges around auditing: who has done what, where, when and why.

To ease this burden, access to these facilities needs to be elevated away from Temenos. This can be achieved by providing a self-service catalog of actions that can then be assigned to staff through role-based access controls. It instantly simplifies the security requirements of Temenos, providing critical audit and compliance facilities by recording requests, actions and results in a central repository alongside all other activities. This approach also means that more powerful facilities of the Temenos command line can be safely exposed to less-technical staff, providing a fail-safe environment for delegating the responsibility to run the system and consequently improving the agility of the business as a whole.

Integration across the enterprise

No application stands alone in an organization, and although Temenos is fundamental to the operation of the business, it is neither more nor less critical than other applications. All of the technology we bring to bear in the execution of our business processes must work together, and therefore the modern data center requires the ability to define, monitor, manage and control workload across the landscape in a single tool set.

Without this overarching technology, a company will operate multiple islands of execution and bridge the connection between systems with scripts, developed interfaces or the staff of the organization. In all these instances, a fragile operating environment is created; when everything runs as expected, it works, but every bridge has multiple weak points that can fail at any time. This ranges from staff sickness, resulting in a failure of execution, to ad-hoc meetings that delay the start of processing.

SECTION 2

CA Automic Workload Automation for Temenos

CA Technologies provides an integrated offering for Temenos core banking solutions. It gives visibility into not only the close of business (COB), but also into the wider processing states across Temenos. It allows for automation policies to include all the pre- and post-COB steps, ensuring a holistic approach to the execution of critical processing for both Temenos and wider business applications. This immediately enables Temenos clients to become proactive in delivering day-to-day services and creates the agility IT departments require to support the growth of their business.

Beyond the execution phase, CA Automic Workload Automation eliminates the need for operations staff to run individual commands on Temenos systems and limits the number of users that need to be given permission to run these processes. A self-service catalog combined with role-based access controls enables the right people to enact execution and records all requests, activities and results for audit and compliance purposes.

When managing processes, we need visibility, but the activity within Temenos is often challenging to ascertain. CA elevates this information into real-time dashboards so the entire business can see exactly where it is and when it is likely to complete.

Beyond being a standalone enterprise-class workload automation solution for Temenos, CA Automic Workload Automation allows the seamless connection of all applications and technology used by the organization. This allows a single pane of glass to exist for all workloads across the business, as well as the maintenance of interdependencies between different systems. This guarantees that processing is executed in the right order, making certain the right figures are put in front of the right users at the right time.

Active service levels allow us to be informed if any breaches have happened or are likely to occur, meaning we don't have to continually watch the system to check if all is okay. You can even determine automation policies to enact resolutions if required.

More information on the CA Technologies solution can be found on the Temenos marketplace.

Outside of the day-to-day operations of Temenos, CA offers continuous delivery for Temenos. This enables banks and other financial institutions to join the DevOps revolution and create a broader continuous delivery pipeline that blends Temenos core banking deployments with those of other tangent or dependent systems.

SECTION 3

Conclusion

Temenos is a self-contained solution for financial institutions that can be operated simply with the tools that are supplied with the technology. However, to create the modern agile enterprise that today's digital economy demands, additional help is required across Temenos and the wider application estate.

The world of automation has undertaken dramatic change over the past five years. Gone are the days of automation simply causing execution; it now enables intelligent business automation through the execution of workload, thus facilitating the modern software factory that is at the heart of successful companies.

Applying the CA automation solution to Temenos workloads gives visibility to COB, as well as its pre- and post-processing requirements. It provides the information required to deliver proactive management, ensuring companies can grow without impediment and be open for business the next day.

This same technology allows all the corporate applications to be automated, providing a single pane of glass for IT operations to deliver faultless service to the business. It enables change, the creation of new branches, the absorption of new entities and the addition of new facilities with ease. From an operational perspective, change is no longer something to be feared.

A holistic approach to automation with a dedicated focus to Temenos has become a key differentiator in the market, enabling the safe, swift change necessary to grow and drive revenue.

For more information, please visit ca.com/automation

Connect with CA Technologies



CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments.

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