

Automic Workload Automation for Temenos Banking and Finance

Executive Summary

Challenge

Seamless day-to-day operation is essential to an effective bank. When everything runs smoothly there are no problems. However, we only show how talented we are in adversity, when things do not go according to plan. It is 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?

Opportunity

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 to 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.

Temenos provides the solution for banks to serve up the right customer insights, at the right moment, through the right channel, while at the same time driving massive efficiencies in the back office. In short, Temenos offers front-office differentiation with back-office automation. Temenos is a brilliant solution for banks that are trying to renew themselves in a competitive market. However, as with a lot of technology, it is the IT department that has to operate and integrate it into the wider corporate landscape.

Benefits

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

Day-to-Day Operation of the 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 you to take action sooner, limiting the impact on an organization and, ultimately, on customers. To get to this proactive mode requires visibility of the key information. Only when 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.

Such an approach allows state information to be presented in real time, providing operations with the ability to see issues before the business does and to 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-Close of Business Processing 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 that occur during COB might 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 do not 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 for the entire process, the modern IT organization needs holistic control of all of the executions around this 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 it eventually completes. However, this is not the best situation for an organization that wants to become proactive in delivering its services. 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 labor-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. We must look at the actual running state of COB and maintain statistics on the processing so that 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, to be informed of any issues, and then to take required action.

Security Controls and Workload

Temenos comes with an incredibly powerful command facility and a separate Web interface that are used on a day-to-day basis to drive processing through the system and that allow different executions to occur. But for a financial institution, these features cause security and compliance issues. The command facility and Web interface 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, you need to elevate access to these facilities 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. Role based access controls instantly simplify 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. Consequently this approach improves 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. Therefore, we expect the modern data center to have 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 who are out sick, resulting in a failure of execution, to last-minute meetings that delay the start of processing.

Automic® Workload Automation for Temenos

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

Beyond the execution phase, 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. Automic Workload Automation also 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. Automic Workload Automation 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, Automic Workload Automation allows the seamless connection of all applications and technology used by the organization. Automic Workload Automation provides a single pane of glass for all workloads across the business, as well as the maintenance of interdependencies between different systems. This single pane of glass guarantees that processing is executed in the right order, so that the right figures are put in front of the right users, at the right time.

The active service levels that are part of Automic Workload Automation inform you if any breaches have happened or are likely to occur, so that you do not have to continually watch the system to check if all is okay. You can even determine automation policies to enact resolutions if required. Outside of the day-to-day operations of Temenos, CA offers continuous delivery solutions for Temenos. This enables banks and other financial institutions to join the DevOps revolution and to create a broader continuous delivery pipeline that blends Temenos core banking deployments with those of other tangential or dependent systems. More information on the CA Technologies solutions can be found on the Temenos marketplace.

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, you need additional help to span Temenos and the wider application estate.

The world of automation has undergone dramatic change over the past five years. Gone are the days of automation simply causing execution; through the *intelligent* execution of workload, automation now facilitates the modern software factory that is at the heart of successful companies.

Applying the Automic Workload Automation platform to Temenos workloads gives visibility into COB, as well as its pre-processing and post-processing requirements. The solution provides the information required to deliver proactive management, ensuring that 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. The solution enables change with ease, whether it is the creation of new branches, the absorption of new entities, or the addition of new facilities. 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 businesses to enact the safe, swift change that is necessary to grow and to drive revenue.

For more information, please visit ca.com/automation.

Broadcom, the pulse logo, Connecting everything, CA Technologies, the CA technologies logo, and Automic are among the trademarks of Broadcom and/or its affiliates in the United States, certain other countries, and/or the EU.

Copyright © 2019 Broadcom. All Rights Reserved.

The term “Broadcom” refers to Broadcom Inc. and/or its subsidiaries. For more information, please visit www.broadcom.com.

Broadcom reserves the right to make changes without further notice to any products or data herein to improve reliability, function, or design. Information furnished by Broadcom is believed to be accurate and reliable. However, Broadcom does not assume any liability arising out of the application or use of this information, nor the application or use of any product or circuit described herein, neither does it convey any license under its patent rights nor the rights of others.