

Sterling Commerce provides a flexible, secure solution that allows seamless integration with partners



Location

Tacoma, Washington

Industry

Financial Services

Business challenge

Russell Investment Group needed a secure and reliable file transfer management system to simplify its data transfer process and improve service to its business partner community.

Solution

Sterling Integrator®

Benefits

Sterling Integrator is the only single B2B platform to manage both electronic files and transactions in any quantity, format or protocol, applying business rules to process data feeds for secure data delivery, centralized control and end-to-end monitoring and management.

Russell Investment Group

Customer background

Russell Investment Group, a global leader in multi-manager investing, provides investment products and services in 44 countries. Russell manages more than \$200 billion in assets and advises clients worldwide representing more than \$2.4 trillion. Founded in 1936, Russell is a subsidiary of Northwestern Mutual and is headquartered in Tacoma, Washington, with additional offices in New York, Toronto, London, Paris, Singapore, Sydney, Auckland, and Tokyo.

Business challenge

With a growing number of business partners, Russell exchanges multiple key data transfers each day. Many consist of up to 50 individual transactions that require a complex and highly secure interchange of both data and instruction files. Dennis Grant, senior technology consultant for

Russell, said the firm needed a single, centralized solution framework to optimize business process integration and eliminate the time required to monitor both transactions and dependency on unreliable customer scripting.

"With our complex data exchange, we needed a flexible but secure system that could speak any language with any of our business partners," he said. "Our ideal B2B platform would integrate seamlessly with every one of our partners and manage the entire process from end to end."

Solution

Sterling Commerce recommended Sterling Integrator to serve as the firm's B2B platform for multiple management fund transfers. Sterling Integrator easily handles the growing number of key business partners and the increasing

“It’s about more than just file transfer management—it’s about business process integration and optimization. Sterling Integrator helps us extend our business processes to our partners easily and efficiently, giving us a centralized system that makes all our data transfers less complex.”

Dennis Grant
Senior Technology Consultant,
Russell Investment Group

number of daily transmissions. In addition, it complements Russell’s ETL partner information, facilitating the end-to-end delivery of data.

Because Sterling Integrator is a single, centralized framework, it reduces complexity for the company’s business, distribution partner, and global office data transfers. From an operations management perspective, Sterling Integrator utilizes business rules to process data feeds and identifies those that need assistance, thereby reducing the time needed for problem resolution.

Sterling Integrator met each one of Russell’s requirements: it’s a mature, industry standard application suite; it provides reliable, secure and documented delivery of data; and its auditing and reporting features provide metrics to verify regulatory and partner agreement compliance. By leveraging Sterling Integrator for file transfer management, Russell can extend its data processes to its business partner community—easily and efficiently. The partner set-up process is now simplified, expedited and standardized, which improves customer satisfaction. In fact, the implementation of a new partner data feed has been reduced from 4-8 weeks to 5-8 business days. According to Grant, the new centralized solution optimizes business

process integration. “We receive the data, and Sterling Integrator confirms that we’ve received what we were supposed to receive,” he explained. “At that point, the data becomes fully integrated into our organization. It’s automatically transformed, managed, logged and forwarded just as the instruction in the document stipulates. If anything happens along the way, Sterling Integrator alerts the help desk.”

Sterling Integrator helps companies like Russell design, implement and manage the entire business process that surrounds file transfer, enabling them to deliver a higher level of customer service to business partners. In addition, its security features, such as strong authentication, encryption, and perimeter security, embed safeguards against unauthorized access at every point throughout the transfer process.

Key benefits

- Simplified the company’s data transfer process
- Expedited and standardized the partner set-up procedure
- Reduced the implementation time of new partner data feeds from 4-8 weeks to 5-8 business days
- Standardized connectivity and security
- Improved overall service to the partner community
- Saved the company roughly 80 hours per month in outsourced IT services

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers.

Learn more at www.sterlingcommerce.com.

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SC0419 07/09