

Sterling Commerce enables application integration across multiple platforms



Location

Sao Paulo, Brazil

Industry

Banking, finance

Business challenge

Increase productivity and remain competitive in the global marketplace by linking disparate platforms in a simple, cost-effective manner

Solution

Connect:Direct®

Benefits

- Created a network with secure communication across platforms
- Improved automated performance
- Provided a seamless exchange of information across platforms

Banco Itaú

Customer background

In the global marketplace, transferring mission-critical data securely in real time is essential for businesses to remain competitive. Itaú, the second largest bank in Brazil, realized that access to up-to-date company information was key to their economic survival.

Business challenge

Their goal was to link disparate platforms in a simple, cost-effective manner. Much of the company's data was housed in its mainframe and moving it to multiple platforms proved to be troublesome. To ensure accessibility of information, Itaú turned to Sterling Commerce and found a solution in Connect:Direct.

Solution

Rapidly extracting information from the mainframe was essential with a network of 2,200 branches and 8,100 ATMs in Brazil, and offices in New York, Grand Cayman,

Latin America, and the European Union. Connect:Direct provided the seamless integration of legacy systems with applications running on different platforms.

After installation, Itaú employees all over the world could access valuable information thereby increasing productivity. And, once Connect:Direct was in place, the information was available in real time. Although it is difficult to quantify specific increases in productivity, Raquel Sore, Itaú's Senior System Analyst, estimates an increase in performance of up to 400 percent across UNIX platforms using Connect:Direct. Sore attributes achievements like these to the automation allowed by Connect:Direct. "Connect:Direct allows the production area, rather than the user, to make the information available and then transfer it to the appropriate file," stated Sore. When the information transfer is complete, the network indicates this to the user, who now

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Raquel Sore
Senior System Analyst,
Itau

has access to the available information. Connect:Direct automation has helped streamline business processes throughout the organization.

A reputation Itau could trust –

Brazil’s Federal Bank, Banco do Brasil recommended Connect:Direct check compensation data processing to other financial institutions in Brazil. Itau, wanting the connectivity and security that the software provided, began using the product almost immediately. When data exchanges from legacy to multi-platforms became crucial, Connect:Direct was confidently chosen to handle the process.

Protocol for connectivity – Connectivity is one of Itau’s priorities, so much so that the company invested US \$227 million in information technology. Today, more than 900 programmers and analysts support 250 applications that are critical to Itau’s business. Sore estimates that, on average, Connect:Direct transfers 460 (MVS to NT and MVS to UNIX) files monthly, with transfers occurring on a daily, weekly, and monthly basis. “Connect:Direct is not difficult to use. I think the difficulty is changing the internal culture as we adopt this new tool,” said Enio Neves, Itau Superintendent of Technology. Connect:Direct allows connectivity between applications, providing a seamless exchange of information across platforms. “It is flexible in its use without compromising security,” said Neves.

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.

Key benefits

Previously, Itau had been successful in transferring data among different platforms using multiple products and software developed internally to control and ensure safe transmissions. Sore said, “The main advantage of Connect:Direct is the ability to use just one product with different platforms, while having better control over the transmission of files in the production area. Our automated performance has improved and we’re putting order into our environment. We’ve deactivated an internally developed tool used for file transfers so we could use Connect:Direct in more applications.” After a year of success with Connect:Direct NT and UNIX, Itau is integrating Connect:Direct AS/400. Sore explained further, “Now that we have installed Connect:Direct in the production environment for one year, we have finally obtained the model of how the area should work with proper control.”

A world of difference – Connect:Direct has contributed to Itau’s expansion by creating a network in which there is secure communication across platforms—connectivity exists, regardless of location. For business that is not constrained by boundaries, Connect:Direct provides a way for information to be globally accessible within a secure environment.

Sterling Commerce
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