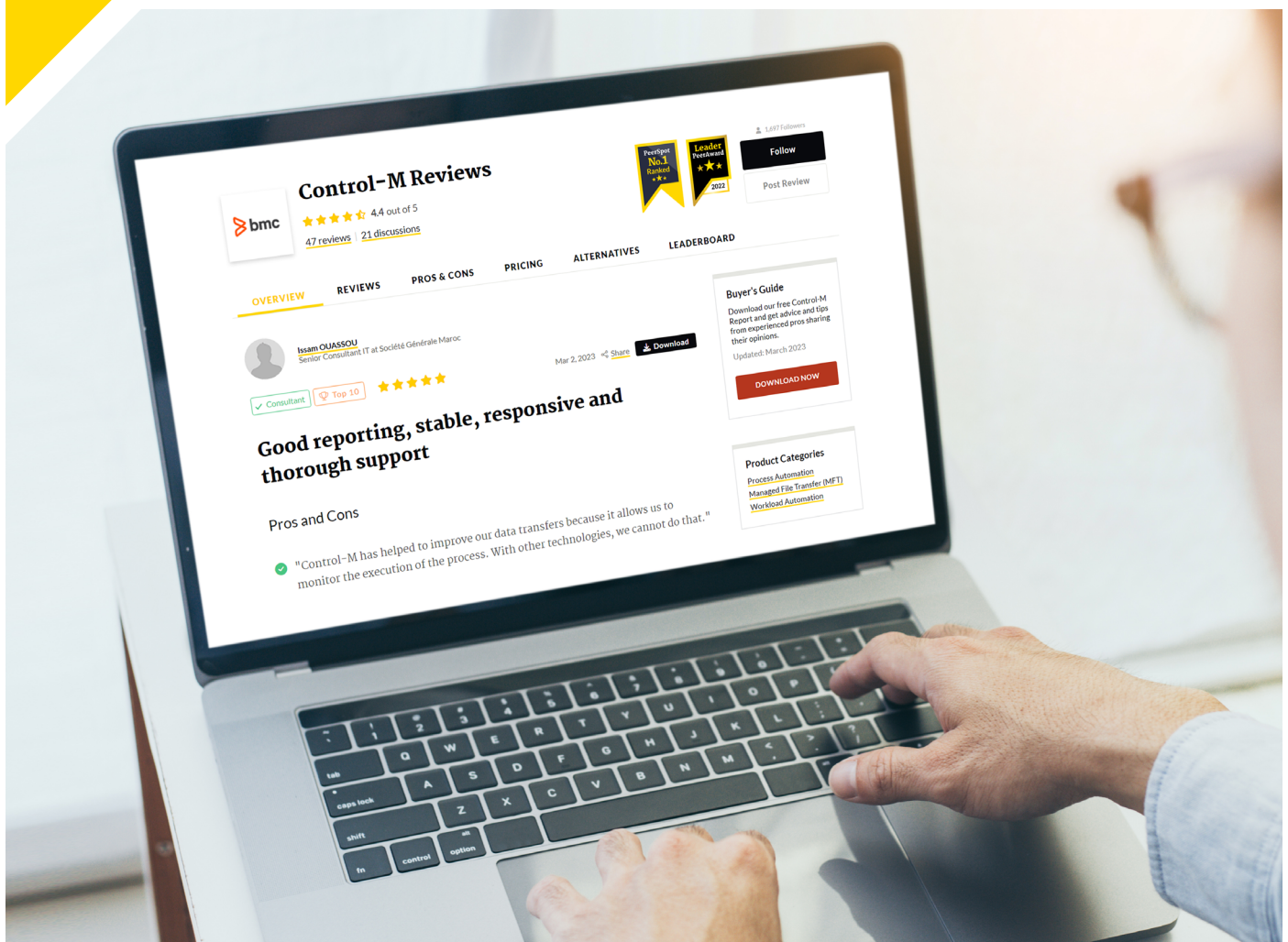


Based on Real User Experiences with Control-M

How Control-M Solves Five Critical Financial Services Challenges |



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Introduction

Financial services firms rely on many different independent technologies and data sources to run their businesses. This has long led to data siloes and inefficient reporting, along with errors and data inconsistencies. Control-M from BMC offers a solution. It simplifies application and data workflow orchestration for financial services firms around the world. In this paper, PeerSpot members who use Control-M in the financial services industry offer five reasons why the solution is a natural fit for their companies. These include the ability to create audit trails, the orchestration of complex workflows, improved operational efficiency and return on investment (ROI), having a single pane of glass for visibility, and the freeing of employees' time for high-value tasks.

Financial Services Use Cases for Control-M

Financial services firms are putting Control-M to work across a variety of use cases. For an IT Specialist at a financial services firm with over 10,000 employees, that means financial scheduling, including compiling for scheduling, in 19 African countries, as well as in the UK and the Isle of Man, which is where the firm does its corporate business.

“Our data warehouse runs through Control-M,” said a Sr. Systems Engineer at a financial services firm with over 1,000 employees. He added, “The big impetus behind it, when we purchased it, was due to the fact that the auditors wanted a more robust system and something that they could audit. Control-M gives you everything you need for that.”

A financial services firm with over 10,000 employees uses Control-M for nearly all of its development work and applications, according to one of their analysts. He said, “There are many applications running in Control-M, e.g., a quantitative risk management ALM [Application Lifecycle Management] application.” Their production jobs are fixed through Control-M, running as either mainframe jobs, Informatica jobs, or QRM software-related jobs. Additionally, they use Control-M for file sharing and batch management.



IT - VP
at a financial services firm with
10,001+ employees



**“We have a better
picture of our
auditability.”**

[Read review »](#)



Randy S.
Sr. Systems Engineer at a
financial services firm with
1,001-5,000 employees



**“It allows us to
automate a lot of the
jobs that used to run
manually.”**

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A Senior Consultant IT at Société Générale Maroc (Morocco), a financial services firm with over 1,000 employees, uses Control-M to automate scripts the bank uses in banking and automotive use cases. He said, “These are our two big applications. We have a total of 18 applications running in Control-M now, and we want to move over approximately 13 more.”

Controlling workflows is one of the main use cases for an IT VP at a financial services firm with over 10,000 employees. The firm also uses the solution for ingesting data, and then putting the data into database platforms. In turn, he said, the data is “consumed by our internal clients. We do integrate Control-M Python client and cloud data service integrations with some of our cloud providers. We have pipelines going out to the public cloud and some pipelines that are internal.”

Five Critical Financial Services Challenges Solved by Control-M

Control-M users who work in the financial services sector have found that the platform helps them solve five critical challenges. These include creating compliance audit trails, automating and orchestrating tasks, and achieving operational efficiency and ROI. With Control-M, firms have been able to automate complex tasks, which frees employees to focus on high-value projects. Visibility, another challenge, is one that Control-M enables through its “single pane of glass” interface.

#1 – Creating Audit Trails for Compliance

Compliance is a constant, sometimes overwhelming challenge for financial services firms.

“We have a better picture of our auditability,” said an IT VP at a firm with over 10,000 employees. He elaborated, saying, “When someone comes to us, and asks for sources, ‘How did the deltas occur?’ We can provide answers quickly... We are actually sure of the information that we provide, where before it was like, ‘Hmm, I think it comes from over there... Now, if it is within the Control-M environment, it has a straightforward answer that we can provide with confidence.”



**Compliance
Audit Trails**

The VP also found that Control-M sped up the audit preparation process. As questions come into his team about flow, data, or sources, they no longer have to try to reverse engineer anything anymore. “We are able to go straight to Control-M and find out what the flow is or what happened,” he said. “The visibility is there. We see the endpoint on this, such as, ‘What is the reverse flow on it? Where did it come in? Where did that data flow come from?’... This makes auditability easier.”

As an Administrator at a financial services firm with over 1,000 employees explained, Control-M helps ease the burden by creating an audit trail. He said, “We have auditors and they request certain information; using Control-M, we can log in and create the report according to the parameters they’re asking for. It makes life much easier.”

The creation of actionable data is what stood out to the financial services firm Administrator. He said, “It gives the auditors a very accurate and timely report. Our audit preparation process is much easier.” Previously, his team had done almost all of its audit preparation manually, using multiple spreadsheets, a process he described as “painful.” He said, “With Control-M, it’s all in the database and we just extract the information...”

#2 – Orchestrating Complex Workflows

Financial Services companies are always looking for ways to increase productivity. The automation and orchestration of workflows is one path to this outcome. Control-M users praised the solution in this context, with the financial services firm Administrator remarking, “It is simple to create, integrate, and automate data pipelines and to ingest data from different platforms. It integrates well between platforms.”

“Our management team is happy with the orchestration of our data pipelines and workflows,” he added. “They’re happy because they get to see the information through the reports that we create. We’re also meeting our service level agreements with the end-users, in terms of getting them their data. And customers are happy because their information is being put into their accounts on time and correctly.”

Finally, the orchestration of data pipelines is helping because his team can go through the testing before they move something into production. He said, “That means that when we have a major project or an upgrade coming up, they can run it all through the test, try different scenarios, sign off on it, and then move it into production. It’s a very streamlined process. If we didn’t have Control-M, our projects would be slower because we’d probably have to be doing a lot of stuff manually.”

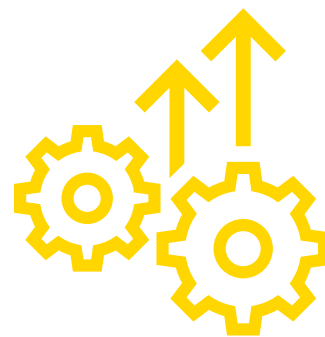


Administrator
at a financial services firm with
1,001-5,000 employees



“It is simple to create, integrate, and automate data pipelines and to ingest data from different platforms.”

[Read review »](#)



**Increased
Productivity**



Ramesh S.

Analyst at a financial services firm
with 10,001+ employees



**“We automated
our batch jobs
and can check
our dependencies
through
Control-M with
minimal manual
intervention.”**

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Société Générale Maroc has many applications running under different operating systems, including Windows Server and Linux Server. According to their Senior Consultant IT, “We had a lot of scripts and a lot of programs that were running on the servers. When we implemented Control-M, we were able to automate a lot of those scripts. We have a lot of bank applications and processes and to this point, we have automated about 30% of the ones that we have to do.”

Other notable comments about automation and orchestration of jobs included:

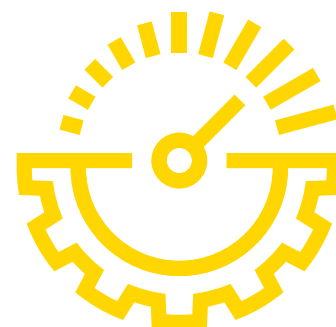
- “It allows us to automate a lot of the jobs that used to run manually. Everything is automated...You can know where it’s at, and you can follow the job flow, from one job to the next very easily.” - Sr. Systems Engineer at a financial services firm with over 1,000 employees
- “We have automated critical processes with Control-M. Our report deliveries are now automated. We automated our batch jobs and can check our dependencies through Control-M with minimal manual intervention. This has saved a lot of time and manual mistakes.” - Analyst at a financial services firm with over 10,000 employees
- “We’ve automated many time-consuming business reports and other things that were very manual and took a tremendous amount of manhours.” - AVP - Systems Engineer at a financial services firm with over 10,000 employees

#3 – Improving Operational Efficiency and Accelerating ROI

Like all companies, financial services firms measure the impact technology has on their businesses and the returns on their investments. This was the case for an IT manager at a financial services firm with over 1,000 employees, who found Control-M has saved his company about 30% to 40% on additional investments in resources.

For the Analyst at the financial services firm with over 10,000 employees, ROI came from improvements in data transfers. He shared, “When we used to do things manually, like copying files and reports, we used to take three to four days to complete a batch. However, with the automated file transfers and report sharing [from Control-M], we have been able to complete a batch within two and a half days and our reports are on time to users. So, 30% to 40% of the execution time has been saved.”

This user also improved efficiency, a driver of ROI, through faster issue resolution. For example, his team can now resolve nearly 50% of their data-related errors through the Control-M log, rather than going into the process. Control-M has also helped them improve Service Level Operations performance by 30% as the team no longer manually copies reports and relies on email notifications.



**Operational
Efficiency**



Administrator
at a financial services firm with
1,001-5,000 employees



**“We know if there’s
an issue before
anybody notices.”**

[Read review »](#)

The Administrator also shared that Control-M’s streamlining has improved his team’s business service delivery by showing if something is running behind, and why. He said, “We know if there’s an issue before anybody notices. Our return on investment is that we don’t have a lot of downtime anymore. The information that we receive and post to our customers’ accounts is quick and there are fewer errors.”

“Control-M has improved our visibility and streamlining,” said the IT VP. “We have better clarity into data flows. We can resolve issues faster by not trying to reverse engineer what pipeline the infraction may have come through.”

The AVP - Systems Engineer found that his firm’s ROI for Control-M was “quite high,” in part because his team extends Control-M’s many capabilities. He explained, “We write our own scripts to be able to integrate Control-M with so many other applications... We have also done vice versa. We have helped other teams develop their capabilities in integrating with the REST API and Control-M.”

#4 – Increasing Visibility With a Single Pane of Glass

Managing heterogeneous information systems in financial services can lead to inefficiency. For this reason, PeerSpot members were pleased with Control-M's ability to provide a unified point of visibility across systems. As the financial services firm Administrator put it, "Control-M provides us with a unified view where we can define and monitor applications, and this is very important to us, especially in the audit process."

Société Générale Maroc has gained "good visibility of our applications and processes" with Control-M, per their Senior Consultant IT. For instance, his team can see the results of all of the scripts in the morning. That had not been possible in the past.

"Control-M provides us with a unified view where we can easily define, orchestrate, and monitor all of our application workflows and data pipelines," said the AVP - Systems Engineer. To him, Control-M ties what he called a "diverse landscape" together "like glue." He then commented, "Once you do that, everything is clearly defined, and you can view these disparate systems using one unified pane."

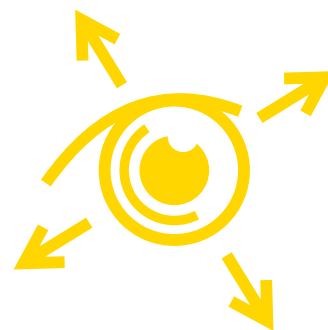


Administrator
at a financial services firm with
1,001-5,000 employees



"Control-M provides us with a unified view where we can define and monitor applications."

[Read review »](#)



**Increased
Visibility**



Abdul B.

Architect at a financial services firm
with 1,001-5,000 employees



**“It provides a holistic
view of jobs that are
scheduled to run.”**

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He went on to offer an example – the integrating of Control-M and the firm’s IT Service Management (ITSM) ticketing tool. As a result, his team has gained greater visibility within the community. He said, “Every time a production job fails, an incident ticket is cut, and that’s highly visible. That needs to be escalated too, and there is a much more defined process to be able to resolve that issue. In the past, obviously, when you didn’t have that level of visibility or that integration, there was always time lost in identifying what the issue is.”



**Frees Up IT
Resources**

#5 – Reassigning Staff to High Value Assignments

IT departments at financial services organizations often desire to be drivers of strategic differentiation, rather than be seen simply as support resources. To this end, PeerSpot members found that Control-M enabled them to make staff available for more high value assignments and strategic initiatives. For example, an Architect at a financial services firm with over 1,000 employees shared, “It provides a holistic view of jobs that are scheduled to run... from what we can see, it’s going to free up some time for certain staff that has been running these tasks manually overnight. Now, if someone gets notified of an issue, then they can address the issue. In the long run, it’ll free up some time and resources to focus on other tasks.”

Conclusion

IT departments at financial services firms must manage a variety of complex, freestanding systems, often across multiple offices or geographic regions. Control-M can be a valuable tool for streamlining the many resulting workflows. As PeerSpot members explained in their reviews of the platform, Control M helps them create audit trails and orchestrate workflows—with greater accuracy adding to the benefit of improved efficiency. Users found ROI from time savings and increased system reliability. Control-M's unified management provides much-needed visibility. Also, employees are often freed up to manage higher value tasks, so IT can be more of a strategic asset to the firm.

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About Control-M

Control-M simplifies application and data workflow orchestration on premises or as a service. It makes it easy to build, define, schedule, manage, and monitor production workflows, ensuring visibility, reliability, and improving SLAs. www.bmc.com/control-m