Global Banking Giant Migrates from CMOD to Systemware

BACKGROUND

One of the world's largest banks, serving millions of customers globally, encountered substantial challenges with its existing content management system, IBM Content Manager On Demand (CMOD). With over 100,000 users and a vast repository of 300 terabytes of information, the bank sought a more dynamic, scalable, and efficient solution to meet the evolving demands of its expansive operations.

CHALLENGES

Challenges with IBM CMOD

1. Limited Functionality and Reporting
   CMOD's insufficient functionality and lack of reporting capabilities and dynamic functionality left users frustrated and hindered their ability to quickly access and analyze critical information.

2. Extraction and Automation Constraints
   CMOD's limitations in performing extractions and automation tasks, such as generating extracts, reports, and bundles, restricted the bank's ability to streamline its content management processes.

3. On-the-Fly PDF Conversion
   CMOD's inability to convert documents to PDF on the fly posed challenges, especially for external users who required documents in a more accessible format.

4. Scanned Image Format
   The inability of CMOD to convert scanned images to PDF on demand restricted users from working with documents in a versatile format.

5. Search Inefficiencies
   CMOD lacked the capability to search across folders efficiently, making it time-consuming for users to locate specific documents based on various criteria.

The Systemware Platform Solution

The bank turned to Systemware and its advanced content management platform, seeking a comprehensive solution to address the limitations of CMOD. The migration process aimed not only to overcome the existing challenges but also to unlock new possibilities in content management, extraction, and automation.

Key Achievements:

- **Seamless Migration:** Systemware executed a fast, proven, and intelligent migration strategy, utilizing the Legacy Archive Processor (LAP). The migration process, refined over decades, ensured a smooth transition for the bank's vast repository, minimizing downtime and data loss.

- **Compression and Efficiency:** The Systemware platform achieved over 85% compression, optimizing the storage of the bank's extensive 300 terabytes of information. This not only reduced storage costs but also enhanced overall system performance.

- **Dynamic Content Management:** The Systemware platform's dynamic content management capabilities addressed the bank's need for robust reporting and dynamic functionalities, empowering users with more versatile and efficient tools.

- **On-the-Fly PDF Conversion:** The ability of the Systemware latform to convert documents to PDF on the fly addressed the bank's requirement for delivering reports in a format accessible to external users, improving collaboration and usability.

- **Versatile Search Functionality:** The Systemware platform's advanced search capabilities, including the ability to search across folders seamlessly, significantly enhanced the efficiency of content retrieval. The example use case of searching for a "billback number" showcased a streamlined search process.

- **Extraction and Automation Excellence:** Systemware's platform provided the bank with enhanced extraction and automation capabilities, enabling the execution of complex tasks such as generating extracts, reports, and bundles with greater efficiency.

Results

The migration from CMOD to the Systemware platform brought about a transformative change for the global banking giant:

- **Efficiency Gains:** The bank experienced increased efficiency in content management, extraction, and automation, enabling users to access, analyze, and utilize information more effectively.

- **Cost Savings:** Over 85% compression of the bank's vast information repository resulted in significant cost savings related to storage and maintenance.

- **Improved User Experience:** With dynamic reporting, on-the-fly PDF conversion, and versatile search functionality, users enjoyed an improved and streamlined experience, reducing frustration and enhancing productivity.

- **Scalability and Future-Readiness:** The Systemware platform's scalability allowed the bank to handle its massive volume of data while providing the flexibility to adapt to evolving market dynamics.

The CMOD to Systemware platform migration not only resolved existing challenges but positioned the bank for future growth and innovation in the ever-evolving landscape of enterprise content management. The success of this migration showcased Systemware's commitment to delivering tailored solutions that empower organizations to realize their full potential.

About Systemware

Systemware helps the world's largest and most highly regulated organizations simplify infrastructure, optimize cost, create workflow efficiencies, reduce risk, and meet information governance requirements. Our intelligent content services platform enables users to find and extract information wherever it is stored and transform and deliver it in the exact context needed for each business line. Systemware delivers optimized performance in public, private, hybrid, and IBM zSystems environments, as well as a fully hosted SaaS offering. There is a reason some of the world's most successful financial institutions trust us. Let us talk about what we can do for you.

Give us a call. 866.533.1514   www.systemware.com