



The First International Bank of Israel saves time and money with CONTROL-D® solutions

"The CONTROL-D products by BMC Software are not simply tools that cut down the bank's expenses, they change our approach to daily tasks. These tools free up our clerks and allow them to provide more comprehensive service to the bank's customers."

Amnon Beck
Senior VP of MATAF
The First International Bank
of Israel

Organization: The First International Bank of Israel (FIBI)
Headquarters: Tel Aviv, Israel
URL: www.fibi.co.il
www.fibi.co.il/fibi/site/en/homepage.asp (English)
Industry: Finance

About the organization: The First International Bank of Israel (FIBI) is the fourth largest commercial bank in Israel. It operates via approximately 90 branches throughout the country, and offers a full range of financial services.

Challenge: Automate reporting services, reduce report distribution costs and increase reliability of data for FIBI's home office as well as approximately 90 branch offices

Results:

- > Automated reporting process
- > Reduced distribution costs
- > Increased reliability of data

CHALLENGE

FIBI's information technology (IT) operations, like most other banks, are based on the use of mainframes, the central repository for the bank's data and information. Branches throughout the country are connected to mainframe computers, with the center of the system's operations handled by a company called MATAF (FIBI's IT subsidiary).

Various reports and financial statements are required for FIBI bank clerks to carry out their daily tasks. These documents make it possible for the clerks to discover irregularities, carry out information searches and perform focused marketing activities based on unique information.

In the 1980s, reports were produced by a central computer, and printed by laser printers operating around the clock. Bank employees separated the reports according to their destined geographic regions, loaded them onto trucks and distributed the reports to

branches throughout the country. This time-consuming process increased the risk of human error in the distribution process and used a large amount of human resources for reviewing and sorting the reports.

"Clerks received paper reports that were a part of longer reports – often these reports were not relevant to them at all. Moreover, if four clerks needed one particular page, that page would have to be photocopied four times and sent out to each of them," said Moshe Asraf, systems programmer responsible for CONTROL-D products at MATAF.

Another costly challenge for FIBI was that hard copies of bank documents, such as contracts, were physically stored and could not be entered into databases. These documents were saved on expensive microfiche and, when access was required, a microfilm document was produced.

FIBI turned to MATAF for IT solutions that would automate report management processes and help them realize their goal of achieving a "paperless bank."

SOLUTION

The management team at MATAF selected BMC Software's output management tools to automate FIBI's report management process.

The implementation of CONTROL-D has led to a dramatic and efficient change in the report production process. It is now possible to define the entire process in advance and obtain sorted reports without any human involvement.

CONTROL-D led to many innovations. "By 1989 we were able to see reports online," said Moshe Barel, manager of the central computer and the databases at MATAF. "This was a major development due to the fact that, for the first time, we were able to view reports according to our desired parameters, and to extract relevant data without the need to print full reports, which had wasted mounds of paper."

"Through successful integration, we have saved significant sums over the years," said Amnon Beck, Senior VP of MATAF. "The moment the BMC Software technology demonstrated significant value, delivering a performance revolution and increased efficiency, we decided to incorporate other BMC Software solutions. CONTROL-V (for archive management) and CONTROL-M (for batch job scheduling) have enhanced our reporting processes while reinforcing our connection with BMC Software."

CONTROL-D/PC further enhanced the reporting process and significantly contributed to reducing the use of paper at the bank. "The new software enabled management to view reports on their personal computers, without waiting for individual report pages. In the past, these reports would have to be sent to them via messenger," explained Barel.

FIBI has continued to build on their BMC Software solutions. CONTROL-D/WebAccess Server was adopted upon its introduction. "Its integration saves the bank a significant amount of installation time and resources," explained Barel. "There is no need to install a separate program in thousands of the bank's computers. All that is required to view reports is a computer and a browser."

"CONTROL-D enables access to online documents located in the system as well as to documents stored in archives," noted Asraf.

"There is no doubt that CONTROL-D cut costs at the bank in several ways. Masses of paper no longer have to be used in order to print reports and we also save money on printer maintenance. Human resource costs associated with manual entry of data has been eliminated along with the possibility of human error. In addition, online data is immediately accessible directly with report production," said Barel.

"CONTROL-D/WebAccess Server greatly contributed to the smooth implementation and operation of 'Personalized Banking'. This is only one example that demonstrates the connection between this technology and business need," said Asraf.

"CONTROL-D contributed to additional savings at FIBI by eliminating the need for microfiche copies of documents. With CONTROL-D we completely eliminated the use of microfilm!" emphasized Barel.

CONTROL-D at the customer service center

As part of the bank's policy to establish the customer as the center of its business, a PeopleSoft CRM system was installed at the bank. When call center representatives receive customer requests, they can use their Web browser to view relevant reports through CONTROL-D, allowing users to view information directly from PeopleSoft.

RESULTS

- > Improved employee productivity
- > Reduced distribution costs through automation of reporting processes
- > Increased reliability of data by eliminating human error
- > Reduced microfiche expenditures by \$500,000 a year by utilizing electronic data storage
- > Improved customer service

Customer's final words

"CONTROL-D improved International Bank's operations, and brought them to much more advanced levels, where reports are available at the touch of a button. This technology saves time and resources ... and allows the bank's operations to be more productive through greater efficiency. This has resulted in improvements in services provided to customers by introducing new customer services quickly and easily and providing real-time data," noted Barel.

Key products used:

- > CONTROL-D®
- > CONTROL-D/PC
- > CONTROL-D/WebAccess Server
- > CONTROL-M® for OS/390 and z/OS
- > CONTROL-V®



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