

CASE STUDY

Global Bank Unifies Data Management with Liaison



Security and effective data management are imperative in the financial services industry. Add to that the need for consistency across thousands of locations around the world, and the result is an extremely complex infrastructure. For one of the world's largest banks, the need for direct communication between tellers and personal bankers with backend systems had become critical. Their legacy records management systems were beginning to outlive their usefulness, and newly enacted international requirements necessitated a unified view of customer data creation to enable seamless collaboration between financial institutions. The time had come to reevaluate the bank's data management process.

Spreadsheets and Manual Data Management

After years of managing web services with spreadsheets, it became apparent that the bank's internal services and processes could not keep up with the company's continued growth. With ever-changing global banking demands, reliability and reusability became the primary IT needs for the organization. At the root of the problem was the time and effort the bank invested in managing its services designs through spreadsheets, which were inherently prone to human error and inefficient.

Liaison Technologies Provides a Unified System

To solve its data management problems and meet internal as well as external security and operational requirements, the worldwide bank looked to Liaison Technologies for advanced data modeling and mapping, and professional services. As part of its professional services, Liaison approached the bank with a recommended strategy and assessment of the bank's current practices for designing web services. Liaison, then, developed a recommended strategy centered on making improvements that would help the bank more rapidly create services so it could bring offerings to the market more quickly.

The bank's software solution of choice was Liaison's semantic integration technology, Contivo. To ensure the implementation process moved along seamlessly, Liaison's expert implementation team provided hands on assistance from beginning to end. Upon completion of the implementation, Liaison provided user training, product integration training and solution development training classes for the bank's IT staff.

Error-free Communications and Consistency

Through its collaboration with Liaison and deployment of Contivo, the bank achieved rapid, error-free designs and implementations for its communication between branches, tellers and backend systems. Additionally, the uniformity of accessing their data increased exponentially.

Quick Facts

Company

Global Bank

Industry

Financial

Liaison Solutions

Liaison Contivo™

Contivo provided the flexibility to integrate any application with any data at any location, without the cost of manually reconciling and validating inconsistent data exchanged between enterprise systems. The software enabled architects, business analysts and developers to leverage their work and knowledge stored in the repository, reducing duplicate efforts that are common in typical integration environments.

With intuitive data mapping, Contivo helped the bank automate processes to conserve resources through “starter maps” from models and transformation rules stored in the repository, and seamlessly run with the bank’s existing middleware. Contivo Interface Intuition further accelerated and simplified the data conversion process for analysts and developers, eliminating the need for laborious and complex hand-coding.

Together, Liaison and the global banking company created a secure unified financial network that minimizes the risk of human errors and rids the company of manual spreadsheets. Liaison continues to provide value to the financial institution, empowering them to manage data in the most flexible and tailored manner to fit its growing needs.

“I’ve had access to everything IBM has to offer, but I’ve never seen anything like this.”

— DATA ARCHITECT

“Liaison is the vendor that ‘gets it’ the most in this space.”

— MANAGER

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