

smooth migration

creates flexible business platform



Western Union International Bank upgraded its core banking system against a tight deadline to support its dynamic business and comply with licensing regulations. One of today's key challenges with the digital era is driving digital transformation to stay flexible, responsive and agile. Ensuring resilient and efficient best-in-class processes and IT operations for operational excellence.

Western Union International Bank is a subsidiary of the Western Union Company, a global leader in international money transfer. Based in Austria, Western Union International Bank is licensed to operate in all EU countries, and offers money transfer services, business payments, money exchange, and prepaid cards in 80 European locations. The bank has a simple vision: to become the brand and network for moving money across the globe, with a focus on the 'underserved' customer.

To support its customer commitment, and its range of personal financial products, the bank requires highly flexible and responsive IT operations to enable fast and cost-effective integration of new applications and business interfaces. It is also business critical that the bank's core IT system complies with its Austrian Financial Market Authority legal regulator.

Atos helped the bank transform its IT operations and ensure operational excellence across the IT landscape in just eight months.

It now has a modular core system that delivers easy business enhancements, cost-effective maintenance and development, and regulatory compliance. Combining technology expertise, business and banking knowledge, and long experience in working with Oracle products, Atos migrated the bank's Oracle FLEXCUBE to the latest version. The bank can now introduce a range of operational improvements, including the potential for full application outsourcing.

Planning IT for the future

Oracle FLEXCUBE has been the core system for Western Union International Bank since 2007. For ten years it operated without major version upgrades. During that time, multiple new third party applications were introduced on a piecemeal basis. This meant the application landscape became difficult to manage.

The Oracle FLEXCUBE version in use was out of extended maintenance by 2014, and no longer regularly supported by Oracle. Costs for keeping the system going were therefore rising dramatically.

All these factors affected the system's ability to support the bank's business operations, and comply with legal regulations. As a result, in 2013 the bank decided to seek advice about how to modernize its IT operations and make sure it had a platform for future business needs.

The bank asked Atos and an external independent banking specialist advisor for its views, and after assessing the options the recommendation was to migrate the core system to the latest versions of Oracle FLEXCUBE. This would be less costly, faster, and lower risk than to implement a completely new system. There would also be no need to change internal processes, so users would be immediately familiar with the new system's 'look and feel'.

Operational excellence in a smooth migration project with Western Union

Business Challenge

- ▶ Meet business critical requirement that the core IT system complies with the Austrian Financial Market Authority regulator
- ▶ Make sure highly flexible and responsive IT enables fast and cost-effective integration of new applications and business interfaces
- ▶ Support the customer with a wide range of personal financial products, delivered with operational excellence.

Solution

- ▶ Atos was prime contractor for IT modernization and hosting of Oracle FLEXCUBE core system using Atos Data centers in Austria
- ▶ Migrated core system to the latest version with a smooth cutover to meet tough go-live target of eight months
- ▶ Integrated the new system to other systems and technical interfaces with no loss of performance or functionality.

Benefit

- ▶ Regulatory compliance achieved without affecting the business
- ▶ Cost-effective low risk modernization, with same 'look and feel'
- ▶ Modular design supports flexible future business enhancements.

Compelling contractor choice

Atos had been the bank's IT outsourcing partner since 2011. It had successfully taken on system hosting responsibility at short notice from the incumbent ITO partner, moving the software onto newer hardware and middleware at Atos Data-centers in Austria, providing full IT redundancy (mirroring) and security failover. The bank appointed Atos as prime contractor for the IT modernization and core system migration program in 2014, based on its unrivalled capabilities and experience.

Crucial to the bank's decision was the expertise in Oracle technology which Atos had already demonstrated in hosting and managing the Oracle FLEXCUBE core system. That experience was underpinned by Atos' reputation as an Oracle Platinum Partner: Atos has been consistently awarded 'Oracle Partner of the Year' by the UK Oracle Users Group since 2009.

The bank also recognized that Atos people are proud to be business technologists, with a deep understanding of business processes and commitment to delivering business benefits from their solutions. Atos has particularly strong experience in financial markets, working with a wide range of banking clients all over the world. It has been responsible for many upgrading and migration projects, always ensuring effective integration with other banking systems and technical interfaces.

Business critical solution

The bank had to meet a business critical requirement to comply with licensing regulations, so migration to the new system was set a demanding go-live target of eight months. The Atos solution was designed to meet this deadline without risking quality, or system functionality, stability or performance:

► **Prime contractor role**

Atos took full responsibility for migration, freeing up in-house resources to support the business

► **Teamwork**

Robust, collaborative and open teamwork processes were established with Oracle and the bank's in-house team - which included the CEO and CIO. This ensured that each milestone was met on time

► **Migration services**

Full consultancy and support was provided for migration from the current Oracle FLEXCUBE version to the latest version of the system, and from any other bank system to Oracle FLEXCUBE that the modernization program required

► **Integration services**

Consultancy, support and implementation enabled effective integration of the new system to other systems or technical interfaces

► **Product walk-through**

A detailed requirements specification enabled the bank to 'walk through' the new system screen-by-screen and field by field before the project started, to understand what was new and different from the old system, and what requirement gaps needed to be filled. This de-risked the project, gave the client confidence, and helped to speed up migration delivery.

Atos, Oracle and the bank together met the go-live deadline with a smooth cutover and no loss of functionality, performance, or stability. There were no critical or major issues, and with less than 2% of user acceptance test cases still unresolved - a remarkable result, given that with such a demanding deadline issues are often side lined for resolution after go-live.

“We have reached an important milestone in the bank's ten year history: a modernized business platform for the future delivered on time and to budget. It was an amazing achievement to meet the go-live deadline, and it is thanks to the relentless commitment of our partners Atos and Oracle.”

**Peter Bucher, Chief Executive Officer,
Western Union International Bank**

Delivering success

Western Union International Bank has achieved important benefits from the modernization program and core system migration managed by Atos:

- ▶ Migration strategy
 - More cost-effective than implementing a new solution, leveraging existing licenses
 - Less risky, because many processes are unchanged
 - Easier for users, because the system 'look and feel' are the same
 - Delivered operational efficiency to a tough go-live deadline
- ▶ Banking legal regulatory requirements can now be complied with cost-effectively, and with minimal human resource effort
- ▶ Modular, open design supports flexible business enhancements and backs corporate vision:
 - New personalized customer products
 - New market sectors
- ▶ Modernized core system architecture enables:
 - Ability to develop system improvements independent from any supplier - ensuring cost effective maintenance and application development
 - Potential for application management outsourcing
 - Opportunities for real-time integration with flexible, personalized, customer interaction solutions
- ▶ Continuing Atos ITO
 - Reliable professional partner
 - Single Point of contact for IT infrastructure and core banking system
 - Banking specialist consultancy
 - Scalability, flexibility, and agility in IT infrastructure, enabling continuing transformation.

About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2013 pro forma annual revenue of €10 billion and 86,000 employees in 66 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defense, Financial Services, Health, Manufacturing, Media & Utilities, Public Sector, Retail, Telecommunications and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline.

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