

Sterling Commerce Case Study



Company:
Wachovia Bank

Location:
Charlotte, North Carolina, USA

Industry:
Banking

Business Challenge:
Wachovia Bank wanted to centralize its file transfer process to efficiently and cost-effectively manage the rapid growth of data exchanged internally and externally.

Sterling Commerce Solution:
Wachovia consolidated the file transfer process onto one solution using Sterling products.

- Benefits:**
- Centralized file transfer management
 - Enhanced security
 - Improved scalability
 - Heightened customer service
 - Increased staff productivity

Wachovia Bank

Customer Case Study

Situation

As one of the largest banks in the nation and the 38th largest company in the world, Wachovia Bank provides financial services to both consumers and corporations. With more than a half-trillion dollars in assets, its global business includes a growing volume of data exchange with an increasing number of organizations.

Business Challenge

Like other financial institutions, Wachovia Bank faces an ever-increasing deluge of digitized data. Tom McLaughlin, Senior vice president with Wachovia Bank, said the data is growing exponentially.

"We're moving more images and just about every document type you can imagine," he said. "The file transfer challenges brought on by this growing volume of data are further complicated because the data moves to and from disparate platforms via multiple protocols."

Wachovia Bank currently handles approximately 350,000 external and 850,000 internal data transmissions each month. The bank must ensure both the data and network are secure, while meeting service-level commitments to its partners.

Since Wachovia Bank's file transfer infrastructure must keep pace with its business objectives, the bank needed a single platform solution that would centralize the file transfer process, improve security, improve customer service and accommodate a rapidly growing volume of digital file transfers.

**Sterling Commerce Offices
in the Americas:**

United States – Dublin, Ohio
Corporate Headquarters
Phone +1 614 793 4041
Toll-Free +1 800 299 4031

Brazil – São Paulo
Phone +55 11 5508 3700

Canada – Toronto
Phone +1 416 756 3000

Mexico – Mexico City
Phone +52 55 9171 1786

Europe:

France – Paris
Phone +33 1 55 23 60 00

Germany – Düsseldorf
Phone +49 211 43848-0

Italy – Milan
Phone +39 02 3030 221

Netherlands – Amsterdam
Phone +31 20 560 5600

Norway – Oslo
Phone +47 22 99 6123

Sweden – Stockholm
Phone +46 8 622 4100

Spain – Madrid
Phone +34 91 749 80 79

United Kingdom – London
Phone +44 20 8867 8000

Asia Pacific:

Australia – Sydney
Phone +61 2 9966 2500

Japan – Tokyo
Phone +81 3 5408 8500

Singapore
Phone +65 6549 5222

The Solution

Sterling Commerce recommended that Wachovia Bank consolidate the file transfer process onto its Connect:® products, including Connect: Enterprise® and Connect:Direct®. Connect Control Center™ will be implemented in 2006.

Connect:Enterprise serves as Wachovia Bank's single management system for file transfer and handles all protocols. Connect:Enterprise also helps the bank improve its customer service because it automatically collects, distributes and manages all data efficiently and effectively. This means the bank consistently achieves goals in service-level agreements with partners.

In addition, it also enables the bank to adapt and scale its file transfer infrastructure easily to meet the increasing volume and number of file transmissions, as well as to incorporate evolving technologies. For example, the bank has sustained a 24 percent aggregate growth rate in transmissions over the years and has incorporated several new protocols to its communications suite.

"We can put in bigger boxes and additional protocols as needed," McLaughlin said. "The biggest benefit is the ability to manage a very wide sphere of communication protocols without changing the file transfer management infrastructure or the back-end interface. We can snap protocols into the front end and manage everything behind that the same way. This means we're more efficient and can respond quickly by having repeatable processes."

Connect:Direct provides security and manageability of the bank's internal transmissions among more than 600 servers, multiple mainframes and midrange systems that run various applications supporting its lines of business. Connect:Direct also enables Wachovia Bank to compress files, which shortens the transmission time and eases the stress on the network. Its Checkpoint restart component lets the bank save time on large file transfers if an abnormal end (abend) occurs. The bank also relies on Connect:Direct to facilitate file transfers with partners that also run Connect:Direct.

Once Connect Control Center is implemented, it will help the bank meet service-level commitments by centralizing the monitoring and managing of all dispersed Connect:Direct nodes. In addition, it will improve customer service by delivering alerts from those nodes into a centralized help desk.

Key Benefits

The Sterling Commerce family of Connect: products enable Wachovia Bank to maintain its leadership position in the market by providing the centralized management needed for file transmission. This centralized file transfer platform has led to lower unit costs per transmission and lower defect rates per transmission. The bank's staff productivity has improved (as measured by the number of transmissions per employee), as has the bank's ability to meet service-level commitments and its transmission abend rates.

"The Sterling Commerce solution enabled us to centralize the bank's file transfer processes by using a reliable technology that was protocol and platform agnostic," McLaughlin said. "As a result, as the bank continues to expand, it can better accommodate the increasing volume of data that travels across the network and ensure that the network itself stays secure."

About Sterling Commerce

For over 30 years, Sterling Commerce has demonstrated leadership and expertise in extending processes beyond the edge of the enterprise to enable visible business with suppliers, customers, partners and employees. A subsidiary of AT&T Inc. (NYSE:T), the company is one of the world's largest providers of multi-enterprise collaboration solutions. With more than 29,000 customers worldwide, Sterling Commerce builds collaborative, multi-enterprise communities for customers in the retail, consumer packaged goods, manufacturing, financial services, healthcare and telecommunications industries. For detailed, up-to-date information on Sterling Commerce and its solutions, visit www.sterlingcommerce.com

