

# LARGE BANK IN GERMANY IMPROVES EMPLOYEE PRODUCTIVITY AND CUSTOMER SERVICE WITH IVORY SERVICE ARCHITECT

One of the largest banks in Germany provides commercial banking and trading services under its own brand, and also delivers bank processing and trading services for small banks throughout the country.

Like so many banks, they were finding their IMS-based “green screens” were inadequate to support the business initiatives needed for themselves and those of the private label banks they supported. They needed to update their stock trading systems and interfaces.



**CLIENT**  
German Bank



**INDUSTRY**  
Banking



**CHALLENGE**  
Needed to unify disparate IMS mainframe applications and make accessible through modern technology



**SOLUTION**  
GT Software's  
Ivory® Service Architect™

## CHALLENGE

The bank, who was running WebSphere®, wanted to weave all of the disparate IMS mainframe applications together and make the data accessible through a more modern interface. The project was laced with several challenges, specifically:

- Re-writing the existing business logic was considered too complicated and time-consuming.
- Their current securities order management system was written in COBOL and consisted of several thousand programs, developed and extended over many years.
- The online interface was based on an extensive central system component, which was multi-functional and highly complex, serving not only customer advisors, but also providing back office services.
- They didn't want to dedicate massive training efforts for the project, so the solution had to be easy to use.
- The solution had to enable the creation of multi-step, multi-operational composite services.
- The solution had to demonstrate high levels of reliability and robust performance.

## SOLUTION

Recognizing that they did not want to simply convert the existing green screen line mode into a graphical representation, an in-house solution could not meet the tight implementation deadline. The bank turned to GT Software's Ivory® Service Architect™ to enable its developers to create APIs in record time.

The common method used to implement mainframe APIs is to build numerous small, individual services that require further assembly to get specific data. However, this send-and-reply mechanism produces high traffic on the network.

Ivory Service Architect solved this in a different and simpler way—composite APIs.

- The application server only sends one request to the host, which in turn executes the series of IMS transactions, then packages and returns the results
- The APIs are defined using the Ivory® Studio development interface and no coding is necessary.
- The fast and easy implementation left the bank more than satisfied with the quality and performance of Ivory Service Architect.

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“Our expectations of Ivory Service Architect were well exceeded. Our initial requirements for this project were met early on and the GT Software team continues to help our development team reach new heights when it comes to transforming our SOA initiatives.”

*-Developer*

## RESULTS

For the bank, introducing a solution using APIs, specifically for the mainframe environment, represents an investment in the future and a means of extending the ROI of mainframe assets. With Ivory:

- Up to 80% of the functions now introduced can be reused for other services, both for customers and for the customer advisors, which translated into a significant cost reduction.
- Staff motivation improved due to the project, particularly among the COBOL development team, which was previously considered somewhat old-fashioned. Now, thanks to Ivory Service Architect and APIs, they are up to date and in demand.
- The solution was so easy to use that they were able to forgo the hiring of several FTE's that had originally been allocated for the project.

By providing access to the rating system and real-time data in the field, agents have increased the level of customer service they provide. Additionally, they close more sales, at a quicker rate, as prospects now accept and approve final quotes on site. Plus, the insurer now easily builds applications that empower managers and other personnel, streamlining business processes that improve efficiency and effectiveness.



**No additional FTEs or mainframe skills required**



**Easy to learn, employees mastered Ivory in two days**



**Faster project implementation time over other options**



**Strong ROI- Can continue to reuse 80% of functionality**

“The decision to use APIs turned out to be the right approach. Using Ivory, the functionality for all bank entities is now easily available as individual services to all authorized users. Ivory Service Architect was by far the most flexible and adaptable solution for the bank’s mainframe environment. In fact, our team mastered it within two days without any training, just learning by doing.”

*-Developer*

## ABOUT

GT Software ([www.gtsoftware.com](http://www.gtsoftware.com)) turns yesterday’s legacy systems into tomorrow’s leading edge applications. Its solutions help organizations extend the value of their IT investments through agile development and standards-based APIs, which improves workflow and enhances operational efficiency. Masters of application modernization and a global distributor of the Fujitsu NetCOBOL compiler, GT Software’s proven solutions power mainframe integration with today’s technologies. Currently, more than 2,500 organizations globally trust GT Software’s solutions to ensure they are able to drive forward innovation that improves customer experiences, increases operational efficiency, and generates revenue.



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