

MD Success Story

BCI Miami Branch Facilitates Software Reception



BCI Miami Branch Facilitates Software Reception and Compliance with Intuitive Midrange Dynamics Change Management



Third-party core banking applications are an integral part of the operations of nearly all financial institutions around the world, and like any software company, core banking application vendors regularly release new versions and updates that can add value to their banking customers.

However, receiving third-party modifications, successfully deploying them into your bank's local IT environment, and tracking those changes to satisfy compliance requirements can be challenging. This was the situation for BCI Miami Branch.

BCI Miami offers a range of personal and corporate banking services to its clients in the United States and around the world. With offices in Peru, Mexico, Brazil, and Spain and a headquarters in Chile, its parent company, the Bank of Credit and Investments (BCI) is recognized for its global reach and personalized service. BCI Miami Branch needed to manage reception and deployment of software changes for its Datapro IBS Core Banking System as well as some minor in-house software development. Most important, the bank needed to retain an audit trail of all changes to its financial systems to meet compliance requirements.

Datapro's IBS Core Banking System automates a financial institution's daily operations and provides full operational integration and total process control, along with dynamic elements to expedite management decision making. Users range from agencies of foreign banks in the U.S. to offshore banks in Central and South America and the Caribbean. This includes organizations with a small number of employees as well as large commercial banks with thousands of employees and millions of customers. Datapro distributes product updates to its clients on a regular basis, and these must be received and deployed securely by the financial institutions.

BCI Miami's goal was to maintain a high level of audit compliance by implementing a solution that could track the IBS Core Banking System software updates from Datapro and other application changes as they are received and deployed in the bank's IBM i computing environment. BCI Miami Branch has one on-site developer who manages the reception of external software changes from Datapro and an off-site development team. These changes are received into a temporary library and then deployed to the bank's production systems.

www.midrangedynamics.com



A Global Solution

At the 2011 CL@B¹ conference in Miami, FL, BCI Miami Branch met with GTSupport, a long-time IT partner, accompanied by Bartech, which sells and supports Midrange Dynamics software change management solutions in all Spanish speaking markets. This group of IT experts suggested that software change management, cross-referencing, and security solutions from Midrange Dynamics would meet BCI Miami's requirements.

GTSupport and Bartech facilitated a series of demos to give BCI Miami Branch the opportunity to evaluate the Midrange Dynamics products.

“BCI Miami was evaluating several products for the management of changes in the IBM i environment, and we finally decided on MDCMS due to its simplicity,”

Jose Luis Belisario, IT Vice President for BCI Miami Branch

Implementation was accomplished in just one week with the assistance of Roberto Munari, Technical Manager at Bartech and support from the GTSupport team. Thanks to the Midrange Dynamics solutions' inherent ease of use there was no need to go on site at BCI Miami Branch. Remote services—when possible—offer advantages for the client and are more carbon efficient since they reduce unnecessary business travel.

Worry-free Deployment

Midrange Dynamics' MDCMS change management is specifically designed to handle the tedious, repetitive task of receiving third-party software modifications into a bank's local environment. It automates in some cases 100% of the integrity checks, impact analysis, and implementation of modifications or new versions to be integrated. The integration process for software packages can often be reduced to just one hour.

MDCMS guarantees the integrity of items transferred

to production, ensuring non regression of the information system. By automating control procedures and impact analysis tasks, MDCMS improves productivity and reduces the risk of errors in the transfer to production phase.

BCI Miami Branch uses MDCMS to safely deploy software changes from the temporary library to their production system. MDCMS change tracking and reporting capabilities enable BCI Miami Branch to meet its audit requirements.

“This product has been evaluated by our auditors who were very impressed,”

Jose Luis Belisario

As an added benefit, implementation of application changes is now much safer and more efficient without the possibility of errors introduced by manual processes. MDCMS initiates automatic rollback if it detects a modification has not been fully installed, ensuring the stability of the bank's production system.

“Midrange Dynamics' application development solutions are recognized for their stability, price, and functionality by financial institutions and customers in other business segments throughout the world,” says Rafael Cano, business development manager for Midrange Dynamics. “We are pleased that we were able to collaborate with Bartech and GTSupport to bring these same advantages to BCI Miami Branch.”

Resources:

Bartech

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¹ CL@B is an annual meeting of IT managers and executives that facilitates the exchange of knowledge, ideas, and experience concerning technological solutions for the Latin American financial sector.