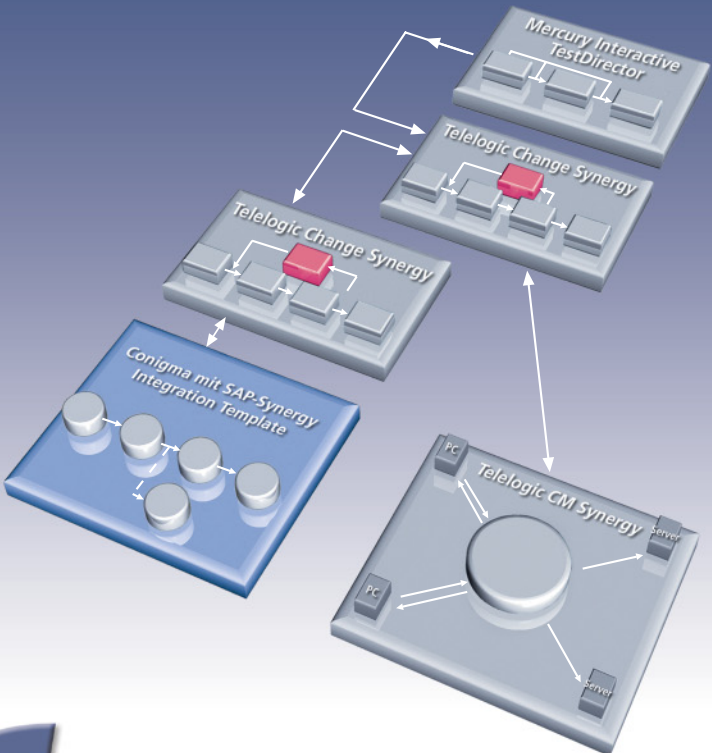


Galileo Group Customer Success Story Banking

The Starting Point

As the third biggest financial institution in Switzerland, Zürcher Kantonalbank (ZKB) accelerates the automation of processes and takes an important step in attaining so-called Straight Through Processing (STP), i.e. completely automated processing of business transactions in place of manual operations. STP gains more and more importance within the banking sector.

Apart from SAP, multiple other technologies such as client / server or mainframe technologies are involved in this solution. This heterogeneous environment leads to the special challenge of coordinating various technology specific projects with each other. Due to the high sensitivity of automated value added processes, the financial institution focuses its special attention on quality assurance when implementing different technologies that need to be coordinated. A temporary failure of these automated processes in the central banking area due to lacking coordination of the subprojects would have extremely negative implications for the annual results of the institution.



Solution

For the last few years, Zürcher Kantonalbank has already employed a wide selection of Telelogic's product spectrum for quality assurance of its software landscape. Test Director, a product of Mercury Interactive, generates Change Synergy Defects in Telelogic, which pass through a Master Workflow. In this process, the product CM Synergy DCM creates technology specific delivery packages for every defect in downstreamed data bases. Parts of these later-supplied Synergy data bases are closely interlinked with the Conigma software. All operations on the SAP specific part-delivery packages are technology comprehensive coordinated with the Master Workflow, and, therefore with all delivery packages involved. Possible coordination problems in the life cycle of the individual components, which pass through the core banking processes, are therefore impossible.

'Using Conigma in connection with the SAP Synergy Integration Template yielded us an optimal transparency and comprehensibility during the life cycle of the software dealing with our critical core processes. I was especially impressed by the unproblematic implementation of the Conigma software within our complex CCM environment.'

Michele Di Biase
Zürcher Kantonalbank
Configuration Management
Account Management Systems



**Zürcher
Kantonalbank**