



PSECU

A case study in minimizing human errors and automating Symitar

OVERVIEW

The Pennsylvania State Employees Credit Union, PSECU, formed more than 75 years ago. Today, its membership includes Pennsylvania state employees as well as hundreds of businesses and organizations across the state. The credit union is the largest in Pennsylvania with more than \$3.4 billion in assets and more than 355,000 members. Due to its excellent, comprehensive service backed by innovative technology, PSECU has been able to grow consistently, even during a recession. SMA OpCon/xps provides the tools necessary to automate this dynamic credit union's ever-expanding Symitar and database processing environments. OpCon/xps has eliminated errors that can result from manual entry, enabled PSECU to run fully automated Symitar processing on some shifts, and redeploy operators to more rewarding jobs.



OpCon/xps™ reduces IT costs and errors via cross-platform, event-driven automation of Symitar products and other credit union core processing systems. With its RSJ Direct Interface, OpCon/xps is a fast, flexible way to control, monitor and track Episys and many other applications and processes.

ISSUES	ANSWERS
<p>Answering Batch Prompts</p> <p>PSECU wanted to automate its processing, but the limitations of Symitar batch prompts required extensive operator training and manual intervention. This created the possibility of costly and frustrating human errors that could affect the credit union's reputation.</p>	<p>Applying Automated Logic</p> <p>The Chronoman function within OpCon/xps allows PSECU to apply seven different levels of logic automatically and instantaneously to correctly answer all batch prompts within Symitar. Chronoman correctly inserts all dates, properly formatted, to ensure error-proof processing.</p>
<p>Rigid, Fixed Schedules</p> <p>PSECU processes data on both Symitar and non-Symitar platforms. Before OpCon/xps, jobs initiated on one were completed on the other at a specified time. Delays on one side created the need to manually undo up to 20 processes that might have taken place on the other. PSECU required a program that could recognize such dependencies rather than follow a rigid, fixed schedule.</p>	<p>Ability to Define Dependencies</p> <p>OpCon/xps can recognize six types of dependencies between processes. It prohibits a process from running until all dependencies have been met. This eliminates the need for manually undoing processes that may have triggered prematurely. The ability to define dependencies allows PSECU to be proactive in reducing any possibility of human error.</p>
<p>Missed Processes, Imports</p> <p>Mis-run jobs can cause excessive recovery times for the IT staff, plus high stress levels early in the morning when trying to beat deadlines for Goodnight, ACH, loan payments and electronic funds transfers.</p>	<p>More Time To Meet Deadlines</p> <p>Without manual errors, no time is lost in recovery. OpCon/xps also saves time by running non-dependent jobs until all dependencies for an interrupted job are met. This saves hours on every shift and gives PSECU more time to meet deadlines.</p>



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Superior products, top-notch service delivered with exceptional efficiency

PSECU provides a full array of convenient, electronically delivered services at no or low cost to its members. PSECU prides itself on superior financial products, online tools and top-notch service to each and every member. The institution relies heavily on technology to deliver these services with ever greater efficiency. As a consequence, this member-owned, not-for-profit organization has been able to grow consistently in good times and bad. It also won SMA's 2008 Automation Award for excellence and innovation.

Overcoming the limitations of Autobatch enables automated processing

Said Matt Kissinger, PSECU's IS manager, "We tried a variety of things to automate our systems. We tried macros, developing home-grown applications and using Symitar's Autobatch function in conjunction with file transfer tools. We never found a bulletproof way to answer batch prompts within Symitar jobs and apply logic to those answers until we found OpCon/xps with its RSJ Episys Direct Interface."

RSJ – The most advanced Episys interface in the industry

"Nothing else was robust enough to deal with all the exceptions we handle on a daily basis," said Kissinger. "RSJ is a drop-in replacement for Autobatch that clearly indicates where errors occur so we can easily debug Date Match commands and set-up errors."

"OpCon/xps also gave us the ability to define dependencies within our Symitar processing and across our other database processing platforms. OpCon/xps enabled us to eliminate manual intervention while improving the quality and timeliness of our work."

Redeploying employees to higher value jobs

"We hope to have another shift completely automated by year's end," said Kissinger. "As we move more and more processes to OpCon/xps, we can move people to higher-value jobs that are more satisfying."

A system administrator's dream

"The ability to answer batch prompts consistently and programmatically is a system administrator's dream," says Kissinger. "OpCon/xps gives us that capability – and that allows us to automate our Symitar processing."

Essential to daily operations and enhanced security

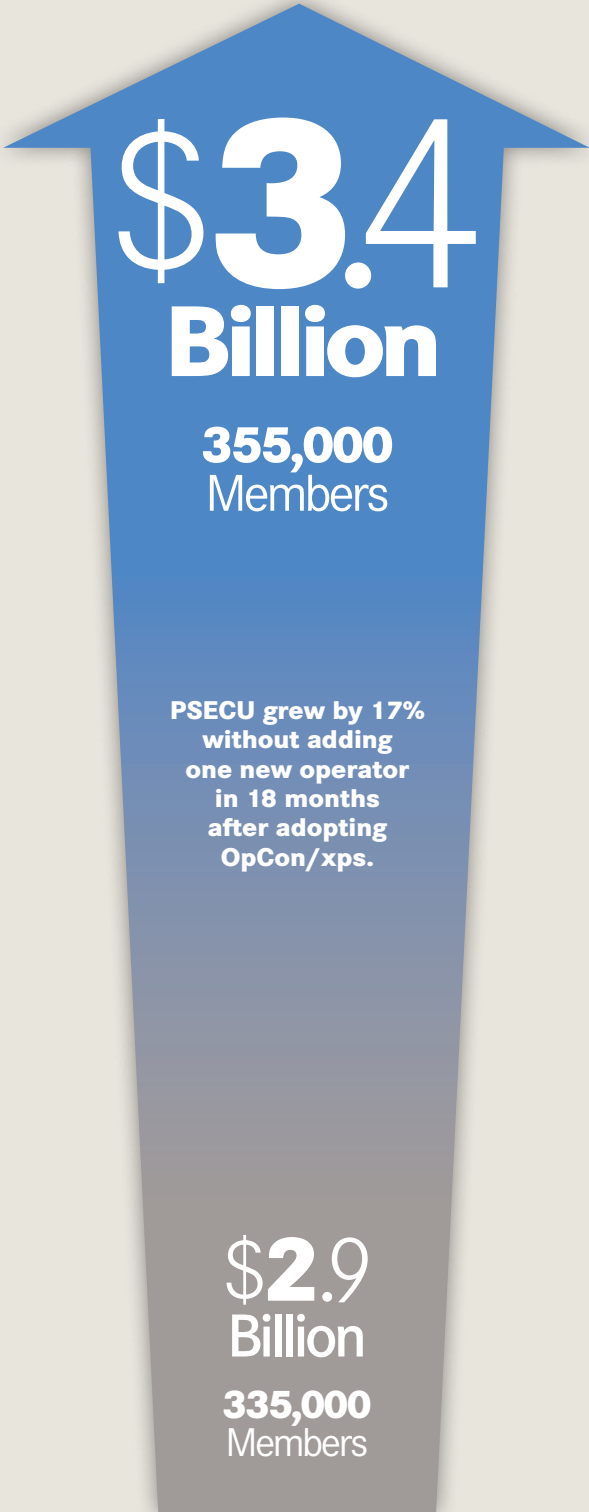
"SMA is essential to our daily operations. We chose SMA because of the potential we saw in their product and their official partnership with Symitar. OpCon/xps has proven to be an extremely powerful tool and will continue to help us grow efficiently and effectively. Currently, we're testing a process to improve batch control access within Symitar. Symitar only allows "all or nothing" access when submitting a batch regen. OpCon/xps will enable us to create different levels of access so only certain people will be able to execute certain regens."





PSECU

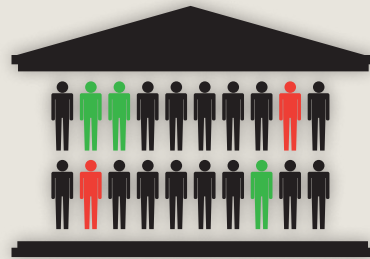
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One Shift Already Automated; Second to Follow Soon

PSECU credits OpCon/xps with helping it run fully automated Symitar processing on one shift. PSECU will soon be able to run fully automated Symitar processing on a second shift as well. The operators employed on these shifts will be transferred to higher value, more rewarding jobs.

- A.
- B.
- C.



Multiple Levels of Access Control

PSECU uses OpCon/xps to improve security by enabling multiple levels of access control - from the entire system down to individual jobs. Users and groups can be authorized to modify or run some jobs, but not others. Access can even be suspended if people are sick or on vacation to prevent unauthorized use of their user ID and password while they are out.

FICO score



More Services Without More Staff

OpCon/xps has enabled PSECU to offer cutting edge services to its members without adding more staff. Members can check their monthly FICO credit scores as often as they want through PSECU's online account access, psecu@home®. OpCon/xps works behind the scenes to coordinate the delivery of data between PSECU and Experian. OpCon/xps then ultimately makes the data available to the user - *without any human intervention.*



DECADES OF LEADERSHIP

Since 1980, SMA has led the way. We were the first to provide scheduling solutions for the Unisys and Windows markets. We will continue to set the standard by integrating our products across all mainframe, midrange and desktop platforms regardless of the operating systems they run.

SMA OpCon/xps brings innovative automation capabilities to Symitar environments, reducing clients' costs and eliminating human errors.

We also provide enterprise automation solutions to businesses and government clients worldwide. Our cross-platform products take the guesswork and frustration out of automating data centers.



SMA offers a dedicated team of automation consultants experienced in the specific needs of credit unions.

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