



Synergent

A case study in data center automation and efficiency.



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.

OVERVIEW

More than 50 credit unions outsource their data processing to Synergent. These customers wanted Synergent to offer the broad variety of features found in a certain software application. However, that application was designed to run individual, not multiple, credit unions. Running it in Synergent’s data center required operators to constantly intervene in processing – until they installed SMA OpCon/xps. SMA eliminated manual processing errors, improved speed by 75 percent and enabled the software to work smoothly in a multiple credit union environment.

ISSUES	ANSWERS
<p>Growing Complexity</p> <p>By the time Synergent migrated a dozen customers to its new application, daily processing errors challenged them. Automated Clearing House (ACH) transactions for all customers arrived in one file. Synergent had to separate them manually – an error-prone process.</p>	<p>Automated Processing</p> <p>OpCon/xps provided all the features needed to fully automate Synergent’s data center. OpCon/xps provides for the splitting and merging of files, then posts records to the correct databases in a tiny fraction of the time. “We sleep well at night,” says Tim Gilman, Assistant Vice President, Operations.</p>
<p>Costly Human Intervention</p> <p>Synergent must meet strict deadlines with their daily processing. Humans could not move fast enough to meet them. And if they made mistakes, Synergent became financially liable. The company needed a way to run all batches automatically on the correct date at the right time. They also wanted Unix-level scripting capabilities to further automate processes.</p>	<p>Predictable Execution</p> <p>“OpCon/xps automation gives us very predictable, successful results,” says Gilman. “Nothing else we evaluated came close. It goes far beyond our basic needs. We now have a tool to overcome any processing challenges that face us. Without OpCon/xps automation, our ability to deliver expected processing results to our credit unions would be in jeopardy every day.”</p>
<p>Service Excellence</p> <p>Recovering from mis-run jobs created delays that had the potential to affect Synergent’s reputation. It also consumed resources that Synergent committed to converting clients to the new system. Both were unacceptable for a company that had built its business around service excellence.</p>	<p>Fast and Flexible</p> <p>“No matter how many clients we put on our new system,” says Gilman, “with OpCon/xps, each can pick any combination of services it desires without creating any processing problems for us. Within two weeks, we were automating processes that many other large companies had been unable to automate.”</p>

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“A far-reaching solution that brought immediate relief where we needed it most.”

“Synergent chose its new credit union processing application for its rich feature-set, not for the ease of processing,” explains Gary Glenn, Synergent’s Senior VP Technology Services. “Clients wanted the features this software gave them; it was our job to make it work.” The product, however, was designed for individual credit unions, not for data centers that handled multiple credit unions.

“Incoming grouped Automated Clearing House files had to be split up manually and each client’s transactions posted to its database within a narrow window,” said Glenn. “Humans make errors and, predictably, errors crept into our processing. Under the pressure, occasionally someone forgot to move files for one of the clients and we were on the hook financially. It only got worse as more credit unions migrated to the new system.”



Robust automation capabilities

OpCon/xps solves those problems and more. “It lets us use Unix-level scripting to support many of the background activities needed for robust automation,” says Tim Gilman, Synergent Assistant Vice President, Operations. “It also supports sophisticated calendaring. For instance, it lets us specify actions on unusual dates, such as “the third Wednesday of every month”.

Rapid implementation

“Before deploying SMA OpCon/xps,” adds Gilman, “we looked at many alternatives. Not one provided a solution for our needs – even one that was much more expensive. The SMA services team worked with us to determine the most effective way to integrate their product with our environment. Within two weeks we had our solution. Now we run lights out on some shifts and we sleep well.”



“I can’t think of something OpCon/xps can’t do that we need”

“OpCon/xps handled everything we threw at it,” said Gilman, “even things we didn’t think of initially. We bend over backwards to meet clients’ needs. Expectations are set very high for us. Clients don’t lower them just because of change. SMA OpCon/xps gave us the flexibility to give each client exactly what it wanted. OpCon/xps helps us make each client feel it’s the only client we have.”

A phenomenal partnership

“I never doubt for one second that if I need help, I’ll get it. SMA support is phenomenal. I can pick up the phone any time of the day or night and get someone who can help me solve any problem I have,” says Gilman. “It didn’t take me long to see the value of what SMA could do in our environment.”

“This product is everything that was promised and more,” said Glenn.



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Synergent Facts

Synergent currently processes for **50** Credit Unions

Total assets **\$3.4** Billion

Synergent serves **432,882** Members

Automation Snapshot

Synergent CUSO in Maine

1600
different core software jobs run

400+
jobs requiring prompts

740+
file transfer processes

Synergent jobs run through OpCon/xps since its implementation September 2005



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AS OF: 15 JANUARY 2010



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.

SMA Corporate Headquarters:

3939 Glade Valley Drive
Kingwood, TX 77339
1-877-762-6584
sma@smausa.com

SMA Europe AG:

Technologie Zentrum Linth
CH-8866 Ziegelbrücke, Switzerland
+41 55 617 36 36
sma@smaeurope.com

SMA France:

5-7 Place Marcel Rebuffat
Parc de Villejust-Courtaboeuf 7
FR-91971 Courtaboeuf, France
+33 160 14 89 50
sma@smaeur.com

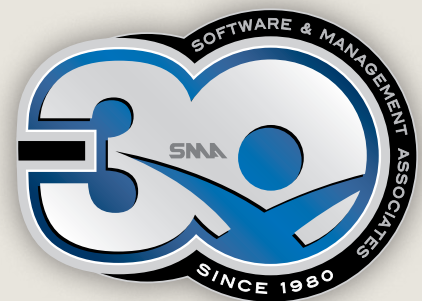
SMA France:

23, Boulevard de l'Europe
FR-54 500 Vandoeuvre les Nancy, France
+33 383 15 25 76
sma@smaeur.com

Unisoft SMA Korea Co.:

#203-1, Gayang TechnoTown Bldg.
Gayang 3- Dong, Gangseo-gu
Seoul 157-793, Korea
82-2-3272-0833

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