




## TEXAS STATE BANK



Total data center automation improves productivity, eliminates errors, simplifies management.

### OVERVIEW

Texas State Bank (TSB) is a wholly-owned subsidiary of BBVA, a multinational financial services group operating in 32 countries with assets of \$517 billion. In Texas, TSB operates two data centers that service 74 branches and 27 other independent banks many of which have their own branches. Only SMA OpCon/xps could automate TSB's mainframes and make them interface smoothly with other systems. Since installing OpCon/xps, TSB's file transfer error rate fell from more than 60 per year to zero. Now, they save the 8-24 hours that it took to recover from each error. They also save 24 staff-hours each day due to increased efficiency – despite a 50 percent increase in workload.



*SMA OpCon/xps™ is a fast, flexible way to automate and control a wide range of IT and business processes. It's one efficient tool that does the work of many, reducing IT costs, complexity and risks by dynamically responding to changes in your environment.*



#### ISSUES

##### MULTIPLE PLATFORMS

Many programs can automate Unisys or Microsoft platforms; TSB was running both. When information had to cross platforms, humans had to intervene. Running hundreds of jobs per day on tight deadlines caused the staff to make, on average, 5-6 errors per month.

##### MANUAL ERRORS

When the staff transferred files manually, sometimes they accidentally transferred the wrong file, i.e., the previous day's. Sometimes, jobs that ran infrequently or irregularly could be overlooked. And sometimes, one job would not finish before a dependent job started. If not caught in time, such errors could cause statements to go out incorrectly or systems to crash.

##### RECOVERY TIMES & DEADLINES

Recovering from such errors typically cost eight to 24 hours of staff time. This was on top of their relentless stream of daily deadlines. At times, it became physically impossible for operators to finish processing jobs within specified windows.

#### ANSWERS

##### SINGLE POINT OF CONTROL

OpCon/xps supports all platforms in commercial production today as well as most legacy systems. It smoothly orchestrates jobs in cross-platform environments while simplifying management. Execution of all jobs can be monitored from one screen. One audit trail is created for all schedules.

##### COMPREHENSIVE AUTOMATION

When a file arrives, OpCon/xps automatically notes its arrival and begins processing it. If a file fails to arrive by a specified time, OpCon/xps notifies the sender. New jobs begin only when dependent jobs complete. And jobs with irregular or unusual dates, i.e., "third Wednesday of every month," are simple to schedule. Since installing OpCon/xps, TSB has radically reduced processing errors.

##### FASTER, MORE PRODUCTIVE

Before installing OpCon/xps, TSB ran 400 jobs per day with three operators on the main shift. Now they run 600 per day with one operator. "We're doing things faster with fewer humans," says Maggie Peña, Administrative Officer/Mainframe Support Manager.

SMA  
OpCon/xps™

The universal remote of IT automation



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### MOVING INFORMATION ACCURATELY, EFFICIENTLY

Worldwide, BBVA provides 42 million customers with a full range of financial services. In Texas, BBVA has more than \$13 billion in total assets with Laredo National Bank, State National Bank and Texas State Bank. Thanks to OpCon/xps, TSB has automated the movement of information within its branches and BBVA.

### “WE NOW GET MORE JOBS DONE IN THE SAME AMOUNT OF TIME WITH FEWER PEOPLE.”

Before installing SMA OpCon/xps, Texas State Bank ran approximately 400 jobs per day. They had limited automation within platforms and relied on up to three operators per shift to help information cross platforms. Now they process 50 percent more jobs per day with only one operator on the day shift – flawlessly. “OpCon/xps never gets sick; never has a bad day; never gets tired; never takes a break; and never makes a mistake,” says Maggie Peña, TSB’s Administrative Officer/Mainframe Support Manager. Martin P. Summers, TSB’s Vice President of Projects, added, “OpCon/xps gives us a clearer, centralized picture of our daily processing. On one screen, we can quickly see whether all jobs completed in the correct order.”

### PROVIDING FASTER SERVICE TO CLIENTS

“SMA gave us the ability to implement cost-effective and time-saving measures in our production environment,” says Peña. “We automated many processes that required manual assistance before. Relying on people to notice whether a file arrived reduced our efficiency. But with OpCon/xps, we’re never late. OpCon/xps automatically starts jobs as soon as files arrive.”

### UNIQUE CALENDARING FEATURES SIMPLIFY SCHEDULING OF IRREGULAR AND UNUSUAL DATES

“In banking, many jobs need to run on irregular or unusual dates like the ‘third Wednesday of every month or quarter,’” says Summers. “OpCon/xps gives us the ability to run those date- and time-specific jobs. Nothing else we looked at had the flexibility of OpCon/xps. Other automation tools force you to program that complex logic yourself. In OpCon/xps, you just select what you want from a menu.”

### “A CRITICAL PART OF OUR DAILY OPERATIONAL ENVIRONMENT”

“Texas State Bank, through its Data Center division, outsources processing for financial institutions across Texas. SMA OpCon/xps maintains our ability to efficiently process data for our ourselves and other financial institutions,” says Summers. “SMA had the only product we found that could run on a Unisys platform. More important, when I need a feature – like the ability to track individual tasks within a job – they develop it for me. SMA supports us after the sale like they did when pitching our business.”

### SUPPORT THAT JUST WON’T QUIT

“Once, we had a problem that affected our processing. SMA troubleshooted the issue for eight hours with us,” says Peña. “SMA stayed on it until it was resolved even though it involved components from other vendors. They didn’t point the finger at someone else and walk away. They solved it.”

### MORE THAN 25 YEARS OF LEADERSHIP

SMA is committed to supporting all platforms, reducing clients’ costs and increasing their ROI.

We provide enterprise automation solutions to businesses and government clients worldwide. Whether you are implementing e-business solutions, installing ERP applications or improving automation of IT environments, our products take the guesswork and frustration out of automating data centers.

For more than 25 years, 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.

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