

# LOMBARD ODIER DARIER HENTSCH & CIE

SMA OpCon/xps helped improve service and efficiency at one of world's oldest private banks.



## OVERVIEW

Lombard Odier Darier Hentsch & Cie (LODH), a private bank established in 1796, used SMA OpCon/xps™ to automate its entire IT department including: three operating systems, 600 servers, two data centers, and assets in 20 offices around the world. Its system lets bank officers around the world submit *ad hoc* requests for information via its intranet and returns results quickly – *without human intervention*. Timely, accurate and up-to-the-second information helps the company maximize the value of assets and serve clients better. It also saves LODH thousands of man-hours and phone calls each year.

*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

### MANY DIFFERENT SYSTEMS

LODH uses many different platforms including three operating systems (VMS, MS Windows and Sun Solaris) and hundreds of servers. Finding a workflow automation solution that worked effectively in its heterogenous environment was a challenge. So the company handled many jobs manually.

### RAPIDLY FLUCTUATING MARKETS

Rapid fluctuation of financial markets can cause the value of client portfolios to swing wildly. LODH's success depends on having timely, accurate, up-to-the-second information at its fingertips whenever a client calls. But manual handling of requests before OpCon/xps slowed its response time.

### EFFICIENCY AND ACCURACY

LODH employs 1,700 people and controls more than \$112 billion in assets. Before OpCon/xps, its IT department scrambled to handle special requests that came in on average once every ten minutes. Phones rang constantly, distracting IT operators.

## ANSWERS

### CROSS-PLATFORM SUPPORT

SMA OpCon/xps supports every platform in commercial production. That's something no other scheduling tool can say. We let you automate schedules and processes across operating systems, platforms and applications. Operators only need training in one program, OpCon/xps, to control an entire network.

### EVENT-DRIVEN AUTOMATION

The flexibility, speed and power of OpCon/xps gives LODH officers the information they need automatically and lets them adjust positions constantly. Bank officers submit requests via their intranet and OpCon/xps handles them automatically the instant they arrive without human intervention.

### BETTER SERVICE/LESS WORK

The filewatching capability built into OpCon/xps detects the arrival of new requests instantaneously. The system finds, formats and returns requested information in seconds. Data is more current; security is improved; and the company saves thousands of man-hours and phone calls each year.

SMA  
OpCon/xps™

The universal remote of IT automation

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## TWO HUNDRED YEARS OLD AND STILL INNOVATING

LODH has prospered for more than 200 years by offering unparalleled personal service. One doesn't ordinarily associate innovation with a 200-year-old company. Nor does one associate personal service with automation. But LODH has grown and prospered because it uses automation to innovate and offer unparalleled personal service to customers.

## UNIVERSAL REMOTE CONTROL OF IT AUTOMATION

LODH adopted SMA OpCon/xps because it supports every system LODH has. It can control and automate workflows across the entire network from a single Microsoft Windows-based machine. Unlike simple schedulers that are clock- or calendar-based, OpCon/xps is event-driven. It can schedule and process jobs based on external events, like the arrival of a request in a specific folder.

## BETTER SERVICE WITH LESS HUMAN INTERVENTION

LODH used this feature to automate a steady stream of *ad hoc* requests from its officers. Requests once handled by humans are now handled at the speed of light by the software. So information is collected and reported on faster. As markets fluctuate, officers can make better, more timely decisions and adjust portfolios constantly. Meanwhile, thousands of calls and special requests to the data center each year have been eliminated, saving the company thousands of man hours.

## TROUBLE-FREE OPERATION

LODH's IT Operations Manager lauds the stability of OpCon/xps. "We went six months without rebooting the machine that OpCon/xps runs on. OpCon/xps can run virtually unattended. On the rare occasions when we've had to call for human help, the people are so knowledgeable, they fixed issues right away."

## MAXIMIZING RETURN ON ASSETS

When you manage \$112 billion in assets, a swing of just one-hundredth of one percent in financial markets can mean a gain or loss of more than \$10 million. So tools that help you react faster and more accurately can be immensely valuable. "We've harnessed the power of IT automation to enable our people to manage our assets faster and serve customers better," says LODH's IT Operations Manager. "The ROA is amazing."

## 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 market and NT. We will continue to set the standard by integrating our products across platforms, applications and operating systems.

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