

## CASE STUDY

# CIMB Niaga

## Gains Complete Control of the Entire Application Lifecycle

### Industry

Financial

### Challenge

Relying on a version control tool to manage frequent changes for multiple applications was compromising quality and productivity.

### Results

- Automated workflow, reduced errors, and enabled parallel development
- Facilitated the management of multiple releases for faster time to market
- Gained total control of the application lifecycle

### Products

- Rocket<sup>®</sup> Aldon Lifecycle Manager (IBM i Edition)
- Rocket<sup>®</sup> Aldon Deployment Manager
- Rocket<sup>®</sup> Aldon Harmonizer

### Application

- Software Change Management
- IT Compliance

## Company

CIMB Niaga is one of the leading financial institutions in Indonesia. Established in 1955, the bank gained a major foothold in the Indonesian economy by stressing high quality service and retaining dedicated employees in the midst of economic turmoil. Since its inception, the bank's management has adopted a set of quality assurance guarantees known as Good Corporate Governance, made up of values, rules, and regulations to protect its customers. In affirmation of its excellent customer service, Bank Niaga was recognized as one of the best service banks among the publicly listed companies in Indonesia for consecutive years.

## Challenge

As part of the bank's commitment to best practice standards, CIMB Niaga introduced a mandate known as Boundless Access Service. This granted its nearly two million customers access to the most advanced round-the-clock banking technology. Through the service, patrons could access branch banking at more than 200 bank locations through multiple delivery channels, such as ATMs, phone, TV, and the internet.

To manage the new operations, CIMB Niaga implemented dual data centers at facilities in Bintaro and Cikarang. This multi-channel system allowed immediate access to critical data while also continuously backing up and recording all bank transactions. The bank's development team used a number of software applications running on IBM i and Windows machines to process thousands of daily transactions, provide good customer response time, and manage operations. An executive proclamation established by the bank's founders also required the team to uphold a service level agreement that guaranteed every application release would remain problem-free.

With all of these changes, it soon became apparent that the existing version control software could not adequately handle the demands of the new operations. Harris Agoes, the assistant vice president of information systems development, noted "I had to oversee the daily operations of 60 programmers who were struggling with the systems we had in place. We were forced to consider a more automated system that could manage our releases."



## Solution

At the recommendation of systems consultant Multipolar, a leading IT and business solutions provider in Indonesia, CIMB Niaga chose to upgrade its existing version control procedures with Rocket® Aldon Lifecycle Manager (IBM i Edition), Rocket® Aldon Deployment Manager, and Rocket® Aldon Harmonizer. The integration of these tools immediately added greater control over automation of the software development lifecycle.

## Results

Within weeks of implementing the Rocket Application Lifecycle Management (ALM) solution, CIMB Niaga's operations were completely integrated and fully functional. IT felt the impact of the new software almost immediately. Teams of programmers could work on the same release at the same time, and verify changes before objects were promoted. They also gained the ability to seamlessly manage conflicts and resolutions between multiple releases.

"The change management solutions that Rocket Software supplied to us were easy to use and came highly recommended," Agoes said, adding, "One of the key problems with the previous provider was poor support response time, and this is unacceptable in the banking industry. Rocket's technical support responded quickly to any issues or questions that came up."

Today, CIMB Niaga maintains a range of operations covering a wide variety of services including retail sales, loans, and consumer and credit card transactions. With its time-tested, customer-proven change control solutions, Rocket ALM technology has helped CIMB Niaga maintain its consistently high level of operations and secure its position as one of the top financial institutions in Indonesia.

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**Harris Agoes**  
Assistant Vice President,  
Information Systems Development  
CIMB Niaga

-  [rocketsoftware.com](http://rocketsoftware.com)
-  [info@rocketsoftware.com](mailto:info@rocketsoftware.com)
-  [twitter.com/rocket](https://twitter.com/rocket)
-  [www.youtube.com/rocketsource](https://www.youtube.com/rocketsource)
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