

CIMB Niaga

CIMB Niaga Gains Total Control Over Their Application Lifecycle

Situation

Whether it's the financial meltdown of today or many years ago, these crises notoriously hit financial institutions hard. Often banks are required to consolidate or to sell their interests to larger institutions, while others restructure their operations in the hope of surviving any further hardships. When China had its major monetary crisis in the nineties, it was CIMB Niaga that came out one of the few winners, thanks to the bank's commitment to best practice standards.

Established in 1955, CIMB Niaga gained a major foothold in the Indonesian economy by stressing high quality services, using effective banking technologies and retaining dedicated employees in the midst of the economic turmoil. With this foundation, Bank Niaga grew to become one of the leading financial institutions in Indonesia. 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. As an affirmation of its excellent customer service, Bank Niaga was recognized as one of the best service banks among the publicly listed companies in Indonesia two years running.

Challenge

TCIMB Niaga introduced a mandate known as "Boundless Access Service," granting its nearly two million customers access to the most advanced round-the-clock banking technology. Through this service, patrons access branch banking at over 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-channeled system allows for immediate access to critical data while at the same time continuously backing up and recording all bank transactions.

In order to process thousands of daily transactions and provide good customer response time, the development team used a number of software applications that were running on IBM i and Windows machines to manage the operations. They were also required—by an executive proclamation established by the founders—to follow a service level agreement that guaranteed each application release would remain problem-free. It had become apparent that the version control software in place could not

Industry

Financial

Challenge / Situation

Formerly using a version control tool to manage multiple applications that required frequent changes. Quality and productivity were being compromised.

Products

Rocket Aldon Lifecycle Manager, Rocket Aldon Deployment Manager, and Rocket Aldon Harmonizer

Results

Total control over the application lifecycle. Workflow automation, reduction in errors, and parallel development made possible. Conflicts and resolutions between multiple releases managed seamlessly.

Applications Areas

Software Change Management

IT Compliance

IT Business Management

adequately handle the demands of the new operations. Harris Agoes, assistant vice president of information systems development, remembers this as a difficult period for his department. "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," Agoes said.

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 (IBMi Edition), Rocket Aldon Deployment Manager, and Rocket Aldon Harmonizer. The integration of these tools immediately added greater control over the automation of its software development lifecycle.

Result

After implementation, CIMB Niaga's operations were completely integrated and fully functional within weeks. IT felt the impact of the new software almost immediately. Teams of programmers could work on the same release at the same time and have changes verified before objects were promoted. Conflicts and resolutions between multiple releases were managed seamlessly. "The change management solutions that Rocket Software supplied to us were easy to use and came highly recommended. In addition, 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," remarked Agoes.

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's ALM solutions have helped CIMB Niaga maintain its consistently high level of operations and secure its position as one of the top banks in Indonesia.

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