



Simplifying Licensing Complexity with Rocket® Terminal Emulator



Skandinaviska Enskilda Banken AB (SEB) is a North European financial banking group with an international reach. The group offers corporate, institutional, and private banking services, including savings accounts, investment banking, securities brokerage services, loans, pensions, and insurance products. SEB has branches throughout Sweden, Germany, and the Baltic States and is represented in many other countries worldwide. Its commitment to customer satisfaction through simplicity and collaboration makes SEB a financial institution leading in customer experience and satisfaction.

Challenge

Operating in over 20 countries, SEB works within a complex IT environment with numerous disparate back-end systems and toolsets. With escalating costs for host access and the complexity of multiple tools and plug-ins, emulation had become both costly and a barrier to achieving operational excellence. For over two decades, the bank's emulation licenses grew increasingly expensive and complex, making responsibility unclear and wholesale replacement challenging. SEB needed to reduce platform complexities to embrace digital innovation like automation and utilize business data. The group understood that evaluating their multiple terminal emulator tools, versions, and suppliers was critical to achieving operational excellence.

After centralizing oversight of terminal tools, SEB discovered it was paying for thousands of licenses across its computing platforms. While the team uncovered an opportunity to improve end-user experiences and resource management, how to get there was unclear. With tools deployed on local machines across geographies and customized scripts driving processes, SEB's outsourced IT provider anticipated a slow and costly rebuild and deployment project.

The challenge

SEB needed to reduce costs and simplify licensing complexities along its terminal emulation computing platforms.

In Rocket, we found a partner we could trust, which is hard when it comes to Terminal Emulation. That relationship mitigated risk of unknowns and helped us feel like we were in good hands throughout this transition. Their flexible licensing model meant we could include additional scope in our project, without worrying about additional costs.”

DANIEL RICHARDSON

Area Service Owner
SEB



Solution

After extensive research, SEB chose Rocket® Terminal Emulator to unify its emulation ecosystem due to the software’s extensive track record and superior security, licensing flexibility, architecture, and ease of implementation. Licensing and cost savings were important to SEB, and Rocket Software’s straightforward licensing model allowed them to replace more than 10,000 seat licenses with 3,000 concurrent licenses. Doing so reduced expenses and improved administration while paving the way for process automation implementation. With Rocket Terminal Emulator, SEB could choose how to use each of its licenses, creating significant cost reductions.

While wholesale replacement of enterprise toolsets is challenging, Rocket Software’s support and expertise led to an efficient transition and optimization of SEB’s toolset. For example, since Terminal Emulator is an end-user application, internal product teams were initially unaware of the different types of users they needed to support with the new solution. With the help of Rocket Software, SEB product teams could quickly understand needs and discover that both mainframe and virtual terminal (VT) emulation, on top of additional customizations, were necessary. Rocket supported SEB in staging the deployment, focusing first on the desktop solution, then delivering web-based solutions to offer flexible deployment options customized for specific use cases.

Additionally, SEB unexpectedly learned of unforeseen language requirements, which threatened to stall consolidation efforts.

“We ran into challenges such as character issues, but we have received great support in finding solutions, and we have had good communication,” said Maria Mulmo, Project Manager, SEB, who oversaw the project. Rocket Software’s philosophy to deliver operational enhancements without disruption was eager to support the additional language needs, allowing the project to move forward in every region.

Rocket Software experts, along with Rocket Terminal Emulator’s customization capabilities, made project implementation seamless, enabling SEB to mold to the unique needs of internal and external users. Collaboration with Rocket Software professionals helped SEB navigate its complex infrastructure modernization journey, helping SEB to better support its thousands of users.

The solution

SEB leveraged Rocket Terminal Emulator to reduce licensing fees while helping the company to modernize and simplify its infrastructure.

Results

The transition to Rocket Terminal Emulator has been a seamless endeavor. Users now have improved tools and experiences while retaining their specific configurations thanks to Rocket Software's migration support from the prior solutions. With the intuitive terminal environment, users maximize comfort and efficiency. For instance, developers can access improved graphics and resolution and resize applications to their preferences.

SEB has also found that the web-based Rocket Terminal Emulator's intuitive layout has reduced training times and expenses for new and infrequent users. And administrative overhead has declined significantly with the single tool's multiple deployment methods and ability to use the same seats for robotic process automation applications. SEB achieved its goal of moving from a complex multi-emulator environment to a single streamlined solution. They can now address the needs of all users with improved security and efficiency and enhanced functionalities. Thanks to Rocket Terminal Emulator, a robust testing team, and the right partner, SEB gained the capabilities needed at a lower cost and without disruption.

With Rocket Terminal Emulator, SEB has discovered more use cases and applications for the new solution beyond its initial objectives. This step in the modernization journey has set the foundation to advocate for further transformation. There are still product features the team is yet to implement, such as full migration of VT end-users. With more to explore within Rocket Terminal Emulator's capabilities, the product and project have started a dialogue around additional modernization tools and processes at the bank.

SEB is looking to the future and collaborating with Rocket Software to take the next step in its modernization journey, including API capabilities and replacing old scraping forms still used in business processes. Rocket Software sees modernization as an ongoing process and supports customers at each stage to keep teams ready for the evolving demands of tomorrow.

Rocket Software's impact on SEB

Flexibility

Rocket Terminal Emulator's licensing flexibility enabled SEB to modernize through process automation without additional investments.

Cohesion

SEB reduced infrastructural complexities and improved operational collaboration by replacing its multi-emulator environment with a single-sourcing platform—Rocket Terminal Emulator.

Customer Experience

Implementing an intuitive, modern web-based interface has improved user interface while providing enhanced administrative tools and customer security.

The future won't wait—modernize today.

Visit RocketSoftware.com >

Learn more



© Rocket Software, Inc. or its affiliates 1990–2023. All rights reserved. Rocket and the Rocket Software logos are registered trademarks of Rocket Software, Inc. Other product and service names might be trademarks of Rocket Software or its affiliates.

MAR-5231_SEB_CaseStudy_V3

