

SUCCESS STORY

Realtime business activity monitoring in a major and globally operating bank.

Message monitoring with IPC Incentage Process Cockpit @ Credit Suisse



Credit Suisse Group is a world-leading financial services company, advising clients in all aspects of finance. The company operates in three global divisions: Private Banking, Investment Banking and Asset Management. Credit Suisse is active in over 50 countries and employs more than 48,000 people from approximately 100 different nations.

Summary

Credit Suisse was evaluating a realtime based business activity monitoring solution for the worldwide financial messaging activities of the bank. Worldwide messaging activities and messaging operations are centralized in Credit Suisse's head office in Zurich. Realtime monitoring, high availability on a 24/7 basis, scalability and sophisticated warning and escalation features were crucial factors for selecting IPC, Incentage's Process Cockpit. Today, the bank monitors successfully between 2 and 3 million messages a day.

The issue

Controlling automated business processes in real-time end-to-end ensures that the electronically processed information corresponds to the expected service levels.

The crucial questions are:

- Are all business processes active?
- Is any business transaction blocked?
- Is any business transaction performance below agreed SLAs?
- Are there processing bottlenecks?
- Are there data quality issues?
- Is there a failure or error?
- Is an expected event missing?
- Where is a specific transaction in the actual business flow?
- Who is taking care of a specific problem?

A key requirement is that any potential problem in automated business processes or in the IT infrastructure is recognised before there is financial or reputation damage.

The solution

IPC Incentage Process Cockpit is Credit Suisse's real-time business activity monitoring solution. It contains the highly advanced integration capabilities of IMS, the Incentage Middleware Suite. This is crucial as real business activity monitoring has to consolidate various sources to create a complete picture.

This solution is designed for high transaction and data volumes and sensors any application from Windows over Unix to host platforms. The Incentage Process Cockpit is Java based. The GUI is J2EE compliant.

In order to ensure excellence for Credit Suisse client's financial transactions their decision to implement the Incentage Process Cockpit ensures that all business processes are monitored in real-time. With the Incentage Process Cockpit Credit Suisse know immediately if there is a business transaction blocked or performance is below agreed SLAs anywhere in the IT infrastructure.

As a consequence each transaction is analysed by the Incentage Process Cockpit for its user defined importance which is determined based on attributes such as the transaction type, the value of a transaction, the maturity, value date and many more. For each category certain processing behaviours are expected and different timing behaviours tolerated.

"An intensive examination of the Incentage Process Cockpit has shown that it is the right BAM solution for us providing robustness to perform with our high volumes and the integration capabilities required to cope with the complexity we are dealing with. We appreciate the highly motivated Incentage team and the fact that we can bank on them always delivering excellent quality in time."

Matthias Meier, Head Messaging & Standards, Credit Suisse AG

Welcome to the world of financial messaging!

Incentage is a worldwide leader in messaging solutions for the financial services industry. Over 150 clients on all continents are using Incentage solutions. Incentage has a global network of partners and is a SWIFT Partner.

Incentage offers the following solutions:

- IMS Incentage Middleware Suite
 - The message STP guarantor
- ISB Incentage Service Bus
 - The message orchestrator
- IPC Incentage Process Cockpit
 - The message controller
- SWIFT based solutions powered by Incentage : SWIFTNet E & I, Funds, Accord, Proxy Voting and TSU
 - The SWIFT infrastructure integrator
- Incentage Business Solutions: Capital Bus and Message Cockpit
 - The message solution customizer

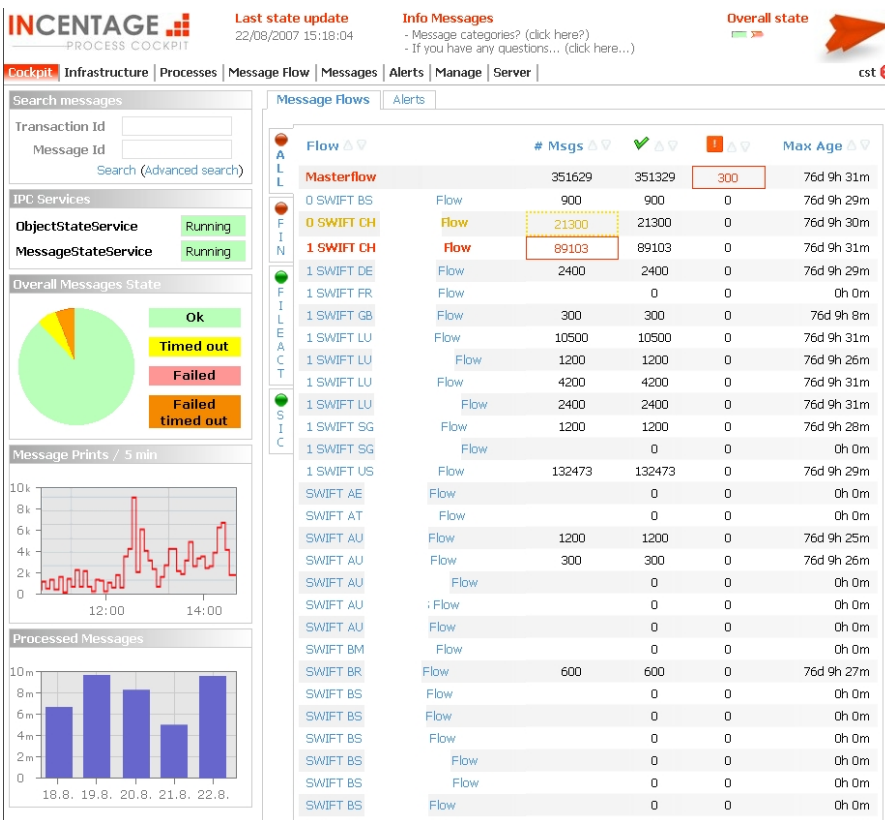


Illustration: Incentage Process Cockpit flow dashboard @ Credit Suisse

As an example, a high value payment with value date today has to be processed within 2 minutes all the way from the source application through sanction filter and various systems including the SWIFT gateway and receipt of the technical acknowledge. Deviations are immediately visible and can cause escalations depending on the active time and escalation models.