



At CollabraLink Technologies, Business Process Management is not a software application, it's people being more productive, people maximizing resources, and people eliminating inefficiencies. We believe technology empowers people, but people produce results. Listen to the application vendors pitch their promises, then let *our people* demonstrate how to unlock the real value behind the BPM hype.

Mitigate Risk in Non-Standard Market Trades

A Full-service Multi-state Bank

THE CHALLENGE

A major bank faced increasing risks at its trading desk from market complexities and compliance issues in an ever-changing regulatory environment. Existing systems could not accommodate non-standard trades requiring unacceptable manual processes. There was no proper monitoring functionality or reporting capability. Inadequate application and storage server performance exposed the bank to downtime and data loss/corruption risks.

Secondary issues with the current system included a fractured user interface (UI) and onerous administrative requirements. Senior managers were not able to easily review non-standard trading activities, and support staff was taxed by non-automated maintenance tasks.

THE SOLUTION

The bank demanded a client-centric strategy with robust functionality to enable detailed analysis of all trading activity, combined with a robust technical infrastructure sufficient to minimize and avert risk. Engaged at the project's outset, CollabraLink consultants interviewed stake-holders and business users to

gather requirements. Based on that input, a detailed system specification was developed that implemented standard design patterns to overcome common software issues. Detailed performance analysis was conducted and processes were defined that customized the bank's existing BPM suite to the bank's business requirements and UI standards.

The team recommended a rigorous process modeling and simulation phase to confirm workflow and identify potential bottlenecks. This project's simulation revealed higher than expected productivity gains and no obvious impediments. A software development team, with resources both off- and on-shore, then built the solution.

New functionality handled non-standard trades, automated every day administrative activities, and provided detailed monitoring and analysis capability. The final solution was deployed in a clustered server environment with high-availability and failover protection.

THE RESULTS

The bank attained significant performance and efficiency benefits across the enterprise with the solution. Senior management could now effectively monitor and manage process activities through an easy-to-use dashboard to minimize risk and ensure regulatory compliance. A detailed transactional audit trail was created to track activity and resolve issues.

The IT infrastructure was hardened against

failover and availability outages. Predicted ROI was achieved in less than one year through a reduction in labor costs associated with system operation and maintenance amid constant changes in regulatory rules in non-standard trading activity.

The methodology was instrumental in this bank's success. The depth and breadth of requirement gathering, and the value provided by the additional steps taken to model and simulate the solution delivered real value and minimized the project timeline as errors and changes were eliminated.

For further information about the material presented in this case study, or to arrange a consultation, please contact:

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CollabraLink Technologies, Inc. is a business and technology consulting firm offering strategy, process optimization, and solution integration to clients in the manufacturing, telecommunications, high-tech, financial services, insurance, health care, and life sciences industries.

Proficient with major BPM tools, the company is sought by clients and vendors alike, often to rescue stalled or failing BPM implementations.

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