



Success Study

How Bank Hapoalim Performs Change Impact Analysis Across the Entire Application Portfolio



Industry

Banking

The Challenge

Bank Hapoalim needed a way to see impact points across all their platforms and application portfolio.

The Solution

Load all application assets into SMART TS XL to use the research and impact analysis features.

The Results

- Increased research efficiency
- Identification of critical impact points
- Decreased number of production errors

Overview

In the current banking era, IT departments are required to respond instantly to frequent changes and new processes. The Israeli banking market has stiff competition, so improving the efficiency of the IT systems and using advanced technologies is very important. The IT division of Bank Hapoalim decided to expand the bank's already advanced Information System portfolio with the addition of SMART TS XL to help handle organizational information assets and process management.

Bank Hapoalim employs about 10,000 employees and provides various banking services through its business and retail divisions. Approximately 252 branches and business extensions serve the bank's customers in Israel.

The IT division of Bank Hapoalim consists of 1,000 employees and serves 7,000 bankers, 600 banks that provide service over the phone, 700,000 active web users, and 23,000 businesses that operate via the internet. The IT division handles hundreds of millions of transactions, and about five million information requests every day. The IT infrastructure is comprised of approximately 1,000 square meters of decentralized computer halls across two main sites.

The Challenge

The nature of the banking system dictates continuous updates of assets and information systems that serve different needs and originate from different computer platforms. The updates and daily changes affect a wide variety of processes, information, applications, services, and users. The IT division was faced with a challenge of planning changes and predicting their impacts on other systems to mitigate risk when sending components to production.



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- Ilan Shapira,
Head of Software
Engineering

The Solution

“In an organization where the computer systems are connected to each other and managed on different platforms, it is essential to have a product that can display all the relationships and dependencies between them and enable us to work more efficiently when planning changes and during failures,” explains Ilan Shapira, head of the software engineering department. “We were introduced to SMART TS XL at the perfect time. We needed a tool to assist us to diagnose, solve, and prevent failures, that could enable us to easily respond to problems in real-time.”

SMART TS XL is an innovative tool for information assets and technological resources management. It helps companies overcome the challenges of application life cycle management; helps make processes more efficient; and helps reduce development, software and hardware maintenance costs.

“In the past, we had cases in which someone updated a certain program and the system called for another program that we did not even consider to be affected by the change,” explains Shimon Barak, a software engineering project manager. “This is a vital function that we lacked previously. Now this makes our work procedures much easier. The system identifies the context between the relevant programs and promptly displays the required information in a clear way.”

During the Proof of Concept, a vast amount of complex and critical data was loaded into the new system, including accumulated data about failures and past events. The data loading took only 15 hours, compared to several days with the other tested systems. Once the data was loaded successfully, the bank staff used the system in practice, learned about its tools, and refined processes and problem-solving approaches. “The POC stage was short and effective. It enabled us to test the system quickly but thoroughly, to be impressed with its power, and to come to an educated decision,” says Barak.



“SMART TS XL helped improve processes and work efficiency, and it has positively affected our customer service level.”

- Shimon Barak,
Software Engineering
Project Manager

Advantages and Benefits

Since its implementation, SMART TS XL helped the IT division to:

- Investigate failures,
- Identify impacts, failure rate and failure severity,
- Identify error message sources,
- Send the correct queries to better understand the error messages and promptly address them,
- Learn how the next failure can be prevented, and
- Find data that could not have been found without SMART TS XL.

“The software was purchased out of a real necessity, and it serves us as an essential work tool and not as another ‘Nice to have’ tool. This is a product that proved itself and is widely used at our bank. So far, we preempted failures by examining past cases. We already know how we can use the software to prevent the next failure. SMART TS XL helped improve processes and work efficiency, and it has positively affected our customer service level,” says Barak.

Summary

SMART TS XL helps shorten processes and make them more efficient, providing complete visibility and transparency throughout the entire workflow. The new system makes previously impossible processes a reality.

“The product benefited us in the planning stage of complex changes and when conducting a more educated risk management before sending components to production. We just began and we already noticed that the software is widely used. As the product use continues to grow, its added value will only increase,” states Shapira.

“From the IT division’s point of view, the product gives us more confidence to make changes. The decision to purchase SMART TS XL was undoubtedly the right one.”

Would you like to learn more about SMART TS XL?

[Schedule your personalized demo today](#)



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