

# Nationwide Building Society

SMA Technologies helped upgrade process automation technology with absolutely no disruption to the business.

## Overview

Nationwide Building Society is a large mutual company in the U.K. that offers financial services (core business being mortgage and investment products). They process multi millions of transactions per month generated by their 11 million members on a varied number of mainframe and open systems platforms. SMA Technologies helped migrate from a legacy scheduler to state-of-the-art OpCon without any loss of service.



U.K.-based mutual financial company offering saving accounts, mortgages, and other financial services

- U.K.'s 2nd largest mortgage provider
- Multi-million transactions per month
- Over 11 million members.

CHALLENGE	SOLUTION	BENEFITS
Nationwide's main financial schedules ran on Unisys mainframes controlled by a legacy scheduler.	OpCon removes processing overhead from mainframes and simplifies the operating environment.	Nationwide can now control an entire network from one server with an easy-to-understand and-use graphical interface.
Operators found it difficult to see what was running or verify that jobs had been scheduled correctly	OpCon features critical path management tools that identify and prioritize tasks required for on-time completion of projects.	Using OpCon's visual interface, it is now easy to see the status of every job and any automatically flagged problem.
Complex, difficult-to-verify schedules required frequent manual intervention.	Less rework, faster execution, better monitoring and automatic flagging have effectively widened the window for processing.	Nationwide now continually meets SLA targets despite the transaction growth which had been narrowing their processing window.

“SMA Technologies’ OpCon has helped us reduce manual operator interventions which has resulted in us achieving our service level agreement targets”

Nigel Boulter, Operations Support Controller

## Less manual intervention, more automation helps achieve SLA targets

"SMA Technologies' OpCon has helped us reduce manual operator interventions which has resulted in us achieving our service level agreement targets," said Nigel Boulter, Nationwide's Operations Support Controller.

"Before OpCon, there was no easy way to ensure jobs were scheduled correctly. But the GUI of OpCon is very visual. It's much easier to set schedules up. We don't need any complicated SSG or RT code any more. Plus OpCon automatically flags issues that need attention. Then it emails or pages the appropriate person to fix it."

## "No loss of service"

Not only was the upgrade to OpCon seamless, Nationwide can now process more jobs per shift.

OpCon also plays a crucial role in disaster recovery. In the event of a mainframe failure, since all scheduling information is kept on a separate server, recovery can be as simple as designating a backup mainframe as active, then resuming processing from the point of failure.

"We have a triple redundant fail over system to ensure continuous operation. We've only had to use the back-up servers once since moving to OpCon, but when we did, we lost no time cutting over and had no problems when we switched back," said Mark Roshier, Senior Support Analyst.

## "No matter what we challenged OpCon to do, there was always a way to do it."

"It's the best product available to support Unisys batch schedules," said Boulter. "It's eliminated a lot of trolling through schedules to ensure things are running properly. We have much greater control in setting things up and much better monitoring during execution. We can see how weekends and holidays will affect schedules, and work around them. We can even use events to trigger schedules. And OpCon supports every platform in our data center."

"We now have more time for contingencies. OpCon gives us an extra margin of safety."

Nigel Boulter, Operations Support Controller

## Completes overnight work with time to spare

Roshier added, "We continually meet SLA targets despite the fact that we have more transactions than ever going through our systems. The efficiency of OpCon lets us give our people a more varied and interesting workload." Added Boulter, "OpCon has actually helped us widen the window for overnight processing. We now have more time for contingencies. OpCon gives us an extra margin of safety."