

# Synergent

A case study in data center automation and efficiency.

## Overview

More than 50 credit unions outsource their data processing to Synergent. These customers wanted Synergent to offer the broad variety of features found in a certain software application. However, that application was designed to run individual, not multiple, credit unions. Running it in Synergent's data center required operators to constantly intervene in processing – until they installed SMA OpCon. SMA eliminated manual processing errors, improved speed by 75 percent and enabled the software to work smoothly in a multiple credit union environment.



Service bureau providing core processing solutions, payments, programming, and marketing services to over 50 different credit unions.

- \$3.4 Billion in assets
- 1600+ Software services run daily
- 740+ File transfer processes run daily

CHALLENGE	SOLUTION	BENEFITS
Daily processing errors challenged Synergent, due to ACH transactions arriving in one file.	OpCon provides for the splitting and merging of files, then posts records to the correct databases in a tiny fraction of the time.	Manual errors were eliminated due to automation.
Human run jobs could not run fast enough to meet strict daily processing deadlines.	OpCon automation gave daily processing predictable, successful results.	Batch processes are now automatically run on the correct date, at the right time.
Recovering from mis-run jobs created delays that had the potential to affect Synergent's reputation.	OpCon allows for any combination of services and jobs to be run and scheduled.	Within two weeks, Synergent was automating processes that many other large companies had been unable to automate.

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Tim Gilman, Assistant VP, Operations

### **"A far-reaching solution that brought immediate relief where we needed it most."**

"Synergent chose its new credit union processing application for its rich feature-set, not for the ease of processing," explains Gary Glenn, Synergent's Senior VP Technology Services. "Clients wanted the features this software gave them; it was our job to make it work." The product, however, was designed for individual credit unions, not for data centers that handled multiple credit unions.

"Incoming grouped Automated Clearing House files had to be split up manually and each client's transactions posted to its database within a narrow window," said Glenn. "Humans make errors and, predictably, errors crept into our processing. Under the pressure, occasionally someone forgot to move files for one of the clients and we were on the hook financially. It only got worse as more credit unions migrated to the new system."

### **Robust automation capabilities**

OpCon solves those problems and more. "It lets us use Unix-level scripting to support many of the background activities needed for robust automation," says Tim Gilman, Synergent Assistant Vice President, Operations. "It also supports sophisticated calendaring. For instance, it lets us specify actions on unusual dates, such as "the third Wednesday of every month".

### **Rapid implementation**

"Before deploying SMA OpCon," adds Gilman, "we looked at many alternatives. Not one provided a solution for our needs – even one that was much more expensive. The SMA services team worked with us to determine the most effective way to integrate their

product with our environment. Within two weeks we had our solution. Now we run lights out on some shifts and we sleep well."

### **"I can't think of something OpCon can't do that we need"**

"OpCon handled everything we threw at it," said Gilman, "even things we didn't think of initially. We bend over backwards to meet clients' needs. Expectations are set very high for us. Clients don't lower them just because of change. SMA OpCon gave us the flexibility to give each client exactly what it wanted. OpCon helps us make each client feel it's the only client we have."

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### **A phenomenal partnership**

"I never doubt for one second that if I need help, I'll get it. SMA support is phenomenal. I can pick up the phone any time of the day or night and get someone who can help me solve any problem I have," says Gilman. "It didn't take me long to see the value of what SMA could do in our environment."

"This product is everything that was promised and more," said Glenn.