

Transforming customer service

Empowering ME Bank to fix problems before they impact customers.

When issues are resolved quickly, customer service teams are free to focus on other tasks. This is how ME Bank was able to fast-track issue resolution, switching from reactive to proactive in order to prioritize new customers, accounts and services.

FROM COMPLEXITY

ME Bank provides customers in Australia with low-cost, high-quality banking services. These are powered by a world-class batch processing environment for interbank transfers, account updates and other critical jobs.

In order to create a seamless customer experience – and reduce the impact on customer service teams – the bank’s systems must be updated and ready for business each morning.

‘We want to ensure that we know about and are already fixing problems before they affect customers. The best outcome is to prevent issues altogether and provide a seamless customer experience.’

Gendry Morales, Application Service Manager, ME Bank.

TO COMPETITIVE ADVANTAGE

By bringing together three powerful services, Control-M Workload Automation, Control-M Advanced File Transfer and Control-M Batch Impact Manager, we were able to automate and fast-track issue resolution.

80% faster issue resolution

With a proactive assessment of risks, issues and dependencies, staff are now able to create and run jobs quickly and reliably. Automated alerts guide and support them through remediation, reducing the impact of batch processing failures.

Consistency creates speed

Standards for naming, alerting, file management & other activities have enabled the faster rollout of systems.

ME bank has been able to deliver dramatic improvements, not only ensuring issues are resolved quickly, but reducing staffing requirements from one full-time equivalent (FTE) to 0.2 FTE.

3 hours saved per night

The ability to manage dependencies and run downstream processes as soon as they’re ready has reduced the average overnight batch window.

Decision-making insights

Logical job categories, such as statements and BPAY, now align with the business to provide insight into the criticality of each job.

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