

CUSTOMER SUCCESS STORY:
ABN-AMRO BANK

One of the world's largest banks serves clients in 70 countries with change management.



Customer Profile

Industry: Financial Services
Company: ABN-AMRO Bank, Brazil
Revenue: Not provided
Employees: Not provided

Business Impact Summary

Business:

ABN-AMRO is one of the world's largest banks, with locations in over 70 countries. It provides a wide range of financial services to numerous industry segments in Brazil.

Challenge:

ABN-AMRO needed to reduce the costs and improve the speed time-to-market of the development of projects in heterogeneous platforms to meet the financial needs of customers around the world.

Solution:

CA provided a comprehensive, integrated change management solution designed to control, synchronize and audit ABN-AMRO's eBusiness development efforts across the organization.

Result:

CA's solution enabled ABN-AMRO to align software change to its business goals, streamline project management, satisfy quality assurance and compliance standards, and reduce the costs and time-to-market for software development.

Managing a vast array of projects and synchronizing developers' activities presented significant challenges.

Business

A World Financial Leader

ABN-AMRO, one of the largest banks worldwide, has a deep knowledge of the Brazilian market and is supported by its global expertise in over 70 countries. In Brazil, ABN-AMRO group serves many industry segments through its organizations encompassing ABN-AMRO Bank, Banco Real, Bandepe and Real Seguros.

Challenge

Meeting Development Challenges To Better Serve Customers

In order to provide high-quality financial services to its clients, ABN-AMRO employs a dedicated team of IT professionals to develop a wide variety of web-based projects, as well as client/server projects on the Windows platform. However, managing the vast array of projects and synchronizing the activities of numerous developers has presented significant challenges.

Seeking an IT Solution To Manage Change

ABN-AMRO required an Enterprise-wide solution to control, synchronize and audit its IT development activities in heterogeneous platforms. It needed to be able to prioritize its demands to align project development with organizational goals; satisfy quality assurance and compliance standards; and reduce the overall cost and time of project deployment.

Solution

CA Provides a Comprehensive, Integrated Framework

CA provided a comprehensive solution that enables ABN-AMRO to utilize a single process-based framework to prioritize and manage IT change throughout the entire life-cycle of its projects. The solution, CA Harvest, ensures systems integrity and release control for both Internet projects - including Internet Banking, Internet Empress and Real Pague - as well as client/server projects in the Windows platform. The solution helps ABN-AMRO in the development of common corporate projects as well as supply developers' specific needs. The solution also integrates with ABN-AMRO legacy software to extend Change and Configuration Management (CCM) support.

According to Ana Lucia Bairao, IT Manager, the CA solution's "strengths regarding costs, auditing and support called our attention. The solution provides us a user-friendly interface, integration, simplifies our processes and gives us the control we need in our development environment." Another important benefit of CA's solution is its cost, Ms. Bairao stated, because it was possible to provide a shared license of the software.

CA's solution "provides us a user-friendly interface, integration, simplifies our processes and gives us the control we need in our development environment."

Ana Lucia Bairao
IT Manager

Result

Streamlining The Change Process To Meet Business Needs

When ABN-AMRO, one of the world's largest banks, needed to get better control of its process of developing Internet and Windows-based projects to serve its customers, it chose CA to provide a comprehensive change management solution.

CA's solution:

- Aligns software change with business goals
- Generates a complete audit trail, identifying what has been changed, who changed it, and when it was changed in all projects in progress
- Enhances security by ensuring only authorized individuals have access to development files
- Optimizes the quality of the final project by ensuring all new releases meet compliance, IT governance and best practice standards
- Accelerates time-to-market by synchronizing the efforts of the development team

By understanding the business needs of ABN-AMRO Bank, CA was able to implement an integrated change management solution that meets its project development needs - today and tomorrow.

CA can help your enterprise realize the full power of IT to achieve your business goals. To learn more, and see how CA software solutions enable other companies to unify and simplify their IT management, visit ca.com/customers.