

INTERCOPE



Bank Austria

**“Cost of SWIFT infrastructure
cut by more than 50 percent and
uninterrupted availability”**



250 awards from financial magazines

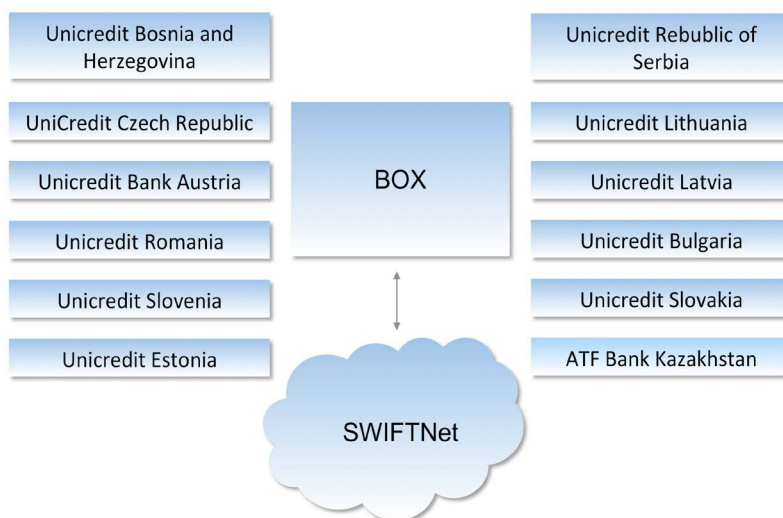
Integrated SWIFT services for Austria and Central and Eastern Europe



Bank Austria

The company

Bank Austria, a member of the UniCredit Group, is one of the strongest players in Austria with total assets of EURO 205.3 billion (30 September 2012) and a market share of 84% for large corporate enterprises. Within UniCredit Group, Bank Austria is responsible for all business in Central and Eastern Europe (CEE), with the exception of Poland. Bank Austria has approximately 60,000 employees and operates 3,000 branches in 18 CEE countries and Austria. In the past years, Bank Austria has received more than 250 awards from renowned international financial magazines in recognition of its achievements.



An IBM recommendation

RMA

The story of BOX Messaging Hub (BOX) with Bank Austria started in 2007, when IBM recommended BOX to implement the Relationship Management Application (RMA) mandated by SWIFT and provide a potential MERVA replacement solution for functions such as manual message handling and routing.

Quicker and more cost efficient with BOX

New BOX development

At the same time Bank Austria was running their first large XML project for the implementation of SEPA (Single Euro Payment Area) credit transfers. As an alternative to an in-house development Bank Austria evaluated with Intercope whether a message warehouse for these new transactions could be implemented based on BOX. The result was a solution that could be built with BOX more quickly and more cost efficiently and went into production in 2008.

One unique point of control for SEPA transactions

SEPA Message Warehouse

All SEPA credit transfer transactions are passed via IBM WebSphere MQ (MQ) to this BOX SEPA Message Warehouse component which provides the central service for control, retrieval and repair of all SEPA credit transfer transactions. In addition status updates can be initiated in the BOX SEPA Message Warehouse database from the applications handling the SEPA transactions. Today the SEPA Message Warehouse is a standard component of BOX and provides a highly flexible tool to visualize, monitor and control the processing of SEPA messages in real-time and to perform manual message entry and repair functions as required.

Intercope follows development request

FIN CBT, FileAct and Interact with BOX

Bank Austria used to share the SWIFT infrastructure, including IBM WebSphere Business Integration for Financial Networks (WBIFN) and related costs, with a second bank. In 2008 however it was decided to separate the IT services operated by the two banks. "In consequence we would have needed our own WBIFN licenses and to carry all other related costs which would have led to significant cost increases for our customers" explains Manfred Bibars from the SWIFT Competence Center of Bank Austria.

After evaluating several alternative options Manfred Bibars, together with colleagues from other BOX customers, came to the conclusion that the best way out of this dilemma would be to include the SWIFT CBT functions in BOX, thus completely overcoming the necessity for an additional Software component. "We discussed these ideas in several meetings with INTERCOPE and they adopted our suggestions and decided to implement and certify the required functions with SWIFT", explains Manfred Bibars.

CBT, FileAct, InterAct and RMA

Customer reference tests for SWIFT certifications

During 2010 Bank Austria performed the customer reference tests for the SWIFT certification of the new BOX CBT functionalities, and in 2011 for the certification of the FileAct and Interact real-time and store and forward messaging services, as well as for the certification of RMA for SWIFTNet 7.

Migration to AIX

The significantly higher workload undertaken by the system implied a higher resource consumption - in particular with regard to CPU usage which is very cost intensive under z/OS on the IBM mainframe. In consequence Bank Austria migrated the BOX installation to a high availability cluster (HAMCP) under AIX on an IBM System p including a DB2 instance.

145,000 FIN messages and 33,000 SEPA transactions per day

Single window application for all SWIFT services

In November 2011 the new BOX CBT functionality and the FileAct messaging service went live at Bank Austria. Today the new BOX CBT, and the InterAct and FileAct messaging interfaces enable Bank Austria to handle all their SWIFT requirements with a single application which includes the lower protocol levels as well as sophisticated application functionality. 15 banks of the UniCredit Group from 12 countries use these services and send and receive 145,000 FIN messages and 33,000 SEPA transactions on an average working day.

Uninterrupted availability and cost cut by more than 50 percent

MX-messages for funds and MERVA replacement

"The quality of BOX is excellent, running 24/7 without any intervention, with an availability above 99,9%, and without any significant problems. We work well together with the people in Hamburg who always have an open ear when there is a problem or we have change requests. The next steps will be to include MX-messages for funds and the replacement of MERVA which are projects for 2013. I only can recommend the solution" states Rudolf Bsonek responsible for the administration of BOX and DB2. Manfred Bibars comments: "When we thought of replacing WBIFN our objective was to cut costs by 50%, an objective we have exceeded by concentrating all SWIFT communications in one BOX instance".

Contact Details

Intercope GmbH

Himmelstrasse 12-16,
22299 Hamburg,
Germany

+49 40 514 52 0
info@intercope.com

The Intercope home page can be found at www.intercope.com

Intercope and the stylized logo is the registered trademark of Intercope GmbH or its subsidiaries, in Germany and certain other countries. All other trademarks mentioned in this document are the acknowledged property of their respective owners.

Copyright © INTERCOPE International Communication Products Engineering GmbH 2012 - 2017 All Rights Reserved.

BOX Messaging Hub
Bank Austria
V 1.0

