

A Leading Bank Increases the ATM Network Availability

Using BM-CONNECT[®]

Case Study for



Cairo Amman Bank



« We are pleased with the results of implementing BM-CONNECT[®] which helped us better serve our customers by increasing the availability of our ATM network. BM-CONNECT[®] enabled fast and reliable access to various data, retrieval of up-to-date information, and efficient analysis of data. With this invaluable solution, we have been able to raise the quality and accuracy of our information, all while saving our IT department time and effort to focus on developing new projects.»

Abdel Karim Al-Barghouti- Executive manager / Banking application

| The Challenge

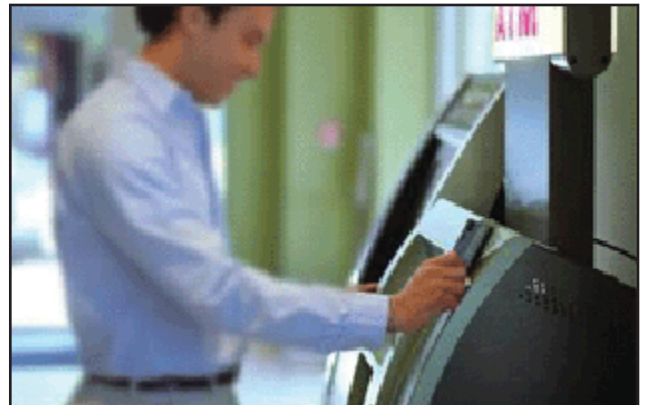
Like many banks in Jordan, CAB uses BankMaster on COBOL C-ISAM files as its core banking system. CAB also has an Oracle based channel manager system for supplying information to its ATM machines network. CAB was experiencing two main problems; first of which was accessing data in BankMaster files for reporting, analysis, and data integration purposes. Moreover, its process of delivering data from the BankMaster to the channel manager system was lengthy and required a lot of effort, as data refresh files were prepared manually. CAB was incapable of preparing a refresh files for the updated records in the customer accounts and historical transactions files, as there was no indicator for the updated records. Therefore, it was not possible to prepare a refresh file for such amendment records in an on-line mode through a locally developed program. Similarly, many amendment fields in the account index files did not update the last amendment date field. As a result it was also not possible to prepare a refresh file for such updated records in the same manner.

| The Solution

For a reliable and tested application that provides solution to these problems, Pio-Tech proposed BM-CONNECT[®] which is a Data Access and Business Intelligence solution. Used by several Bankmaster customers, BM-CONNECT[®] was developed using best of breed products, including CONNX from CONNX solution (www.connx.com) for data access and synchronization; Business Objects from Business Objects S.A (www.businessObjects.com) for end user reporting, query, and analysis; and Oracle database as an operational data store (ODS).

The Architecture of BM-CONNECT[®] solution as delivered to CAB consists of three parts:-

The first part is the data source represented by the C-ISAM files server, where the CONNX Server-Services are installed. This part works as a listener, providing other applications with connectivity to the data source.



The second part is the CONNX Data Synchronization Server, which runs the data synchronization software used for data extraction and transfer.

The last part is the target data source server, which hosts the Operational Data Store (ODS).

CONNX Data Synchronization works using Change Data Capture technology to incrementally extract and transfer the new and updated data from the C-ISAM files to the ODS by running a set of stored procedures in the database.

The files needed by the channel manager system are automatically prepared and generate from the transferred data. The channel manger system then passes the generated files which contain all modified records, to the ATM database to maintain fresh and updated customer information, hence increasing the availability of the ATM network.

Meanwhile, to Business Objects is implemented to provide the business users with self service information access and delivery capabilities for both the Bandmaster files-for real time data access- or the operational data store (ODS).

Case Study

The Results

By adopting BM-CONNECT[®], CAB is now able to secure real time access to C-ISAM and Microfocus data files on the source server. Moreover, BM-CONNECT[®] has enabled CAB to efficiently extract and refresh information from Bankmaster and deliver it to the channel manager system in a proper format. This process is now systematically executed and monitored by CONNX Administrator features, which improves efficiency and saves time, ensuring that the ATM database is always updated with fresh data.

Similarly, with the offered Business Intelligence platform using Business Objects, the end users can create reports and perform queries and analyses using updated information, with less reliance on the IT department to deliver reports. IT personnel now have more time to focus on new projects.



BM CONNECT[®] Benefits

BM-CONNECT[®] boasts many benefits and features that distinguish it from other similar solutions on the market, such as:

- The capability of creating a single metadata model that spans all enterprise data sources and applications requiring data access. This results in an enterprise-wide view of data that provides a reusable, standard-based framework for information access.
- The flexibility which gives clients the freedom to choose the business intelligence and development solutions that best meet their business needs.

BM-CONNECT[®] is used for web application and client server development, data warehousing, ad hoc reporting, and data migration / Integration, to mention just a few of the possibilities.

- Ease of changing the locations of the sources, which enables the transfer of data from multi types of sources from any server to the other.
- Capable of maintaining the original structure of the transferred data.
- Synchronization tasks can be grouped and executed simultaneously (Multithreads).
- Scheduling of synchronization tasks through applying flexible criteria based on time and events.
- Administrator tools to monitor the progress and the status of data transfer.

About Cairo Amman Bank

Cairo Amman Bank [CAB], a Jordanian public shareholding company, was established on January 14, 1960 and officially launched its banking services on July 1, 1960.

CAB opened its first branch in Palestine in 1986. The bank is currently ranked sixth in Jordan and second in Palestine with regards to the amount of assets. It is also ranked third in Palestine with regards to the number of branches.

About Pio-Tech

Pio-Tech is a System Integrator and Business Solutions Provider powered by strategic alliances with distinguished business partners. Committed to a perpetual innovative performance, Pio-Tech's team of visionary consultants is dedicated to providing customers with bright enterprise management solutions.

Established in 2003, Pio-Tech formed partnerships with several world-renowned IT companies to integrate its various solutions with IT specific applications. Such solutions include; packaged work flow solutions, Management Information Systems [MIS], Business Intelligence [BI] solutions, analytical applications, and a simplified access to legacy data sources.



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