

ERSTE FINANCIAL SERVICES SUPPORTS INNOVATIVE I.T. SERVICES WITH RED HAT

Erste Financial Services

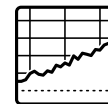
SOFTWARE AND SERVICES

Red Hat® JBoss® Fuse

Red Hat JBoss A-MQ

Red Hat Consulting

Erste Financial Services (EFS), an independent international service provider for the financial sector, decided to shift from proprietary to open source solutions to improve its IT costs and capabilities. To achieve this transition, EFS worked with Red Hat Consulting to migrate from a proprietary integration broker solution to Red Hat JBoss Fuse and Red Hat JBoss A-MQ. As a result, the company has improved costs and support for the creation, development, and delivery of its middleware solutions, including reducing licensing costs and establishing a more dynamic developer culture.



FINANCIAL SERVICES

450 EMPLOYEES

"You don't see this hands-on approach too often. Not every project runs so smoothly. Red Hat has been great at transferring knowledge to our developers ... Red Hat's consultants have not only solved issues, but also shown us how to better engage with the JBoss community."

MIGUEL BUESCHER
BUSINESS SOFTWARE ARCHITECT,
ERSTE FINANCIAL SERVICES

BENEFITS

- Access to expert and community guidance for creation and on-going deployment of middleware solutions
- Gained ability to create faster, more adaptable services with improved integration and messaging capabilities
- Cut IT costs by reducing proprietary licensing expenses and migrating to cost-effective open source solutions



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“We needed everything to run smoothly, and it did. We’d planned for the migration to take 12 months, and it took ten.”

BERND ALTENHOEVEL
DIRECTOR, PLATFORM &
TECHNOLOGY MANAGEMENT
ERSTE FINANCIAL SERVICES

RETHINKING I.T. TO IMPROVE SERVICE DELIVERY

EFS draws on the experience from the banking operations of the former WestLB and has serviced the large and complex portfolios of Erste Abwicklungsanstalt (EAA) since 2010. In April 2016, EAA secured mission-critical resources for the future wind-down of portfolios by taking over the former Portigon Financial Services.

EFS delivers middleware solutions that connect front-end trading with back-end settlement. To reduce development costs, the company’s IT team sought to migrate from proprietary solutions and incorporate more open source solutions into its IT environment.

“As an IT team, we’re more open minded,” said Miguel Buescher, business software architect at EFS. “That flexibility includes using the open source community to find effective solutions, with an emphasis on improving cost and support without sacrificing performance. We weren’t satisfied with the cost of our current products or the level of support, and we could see the value of the open source community in developing solutions to our problems.”

MIGRATING TO OPEN SOURCE

When EFS decided to move from proprietary to open source IT solutions, cost reduction was only one factor. “We wanted a cheaper option, but we also wanted a solution that would be useful into the future, one that we could see would develop over time,” said Altenhoevel.

EFS quickly chose to migrate to Red Hat JBoss Fuse and Red Hat JBoss A-MQ from a proprietary integration broker solution. EFS already used Red Hat Enterprise Linux® and Red Hat JBoss Enterprise Application Platform in its IT environment.

“We had already experienced first-hand the level of support, the skills transfer, and the ease of doing business with Red Hat,” said Buescher.

Red Hat JBoss Fuse, a lightweight and flexible integration platform, supports rapid integration across enterprise IT environments, from on-premise to cloud. It includes modular integration capabilities, including a modern enterprise service bus (ESB) and intuitive tools. Red Hat JBoss Fuse also includes Red Hat JBoss A-MQ, a high-performance, reliable messaging platform.

To ensure a seamless transition to the new Red Hat solutions, EFS engaged Red Hat Consulting. With assistance from Red Hat’s expert consultants, EFS has replaced all messaging flows with Red Hat JBoss Fuse routes or services. JBoss Fuse now supports 30 projects, from foreign exchanges (forex), securities, and money market trading to customer SAP applications.

“With Linux, we didn’t have many support tickets, but because this would be a critical migration project, we didn’t want to risk going without the right level of support. And JBoss Fuse wasn’t the only migration project we had underway. We were also consolidating eight datacenters into one,” said Altenhoevel. “We needed everything to run smoothly, and it did.”

SUPPORTING DYNAMIC BUSINESS

SEAMLESS MIGRATION

With help from Red Hat Consulting, EFS quickly, seamlessly completed its migration to Red Hat without interruption to internal operations or external business.

“We’d planned for the migration to take 12 months, and it took ten. Everything is running as expected, with no production issues. Many people outside the IT team hadn’t even realized the migration had taken place, there was such minimal impact,” said Altenhoevel. During the migration, a Red Hat middleware consultant worked directly with the team and assisted by answering questions, checking code, and troubleshooting issues.

“You don’t see this hands-on approach too often,” said Buescher. “Not every project runs so smoothly. Red Hat has been great at transferring knowledge to our developers, who have found it easy to switch to JBoss Fuse. Red Hat’s consultants have not only solved issues, but also shown us how to better engage with the JBoss community and determine when to either search for a solution or create a support ticket.”

ACCESS TO OPEN SOURCE INNOVATION

By migrating to Red Hat JBoss Middleware, EFS can not only take advantage of guidance from Red Hat’s expert consultants but also from the open source community.

“It’s a completely different way of working. All our developers benefit from using open source,” said Buescher. “We can download a community version of a technology to test locally and ask the community for feedback. The open source community includes Apache, JBoss, Red Hat, and other contributors and is large and engaged.”

With access to both community forums and Red Hat support for community and enterprise versions of JBoss technology, EFS can find effective solutions and bug fixes faster and better support innovation.

“Working with Red Hat products gives us the opportunity to take a closer look at the code of the products, since they are open source products,” said Buescher. “We can also test community technology versions like Wildfly and Fabric8 on our local machines to explore and prepare for the capabilities of the next enterprise version of JBoss, without license problems.”

ENHANCED INTEGRATION AND MESSAGING CAPABILITIES

With Red Hat JBoss Fuse, the IT team at EFS can rapidly create and connect application programming interfaces (APIs), as well as extend the technology and architecture for different use cases – including interface processing between front-office and back-end systems for a variety of trading types.

“We can use Red Hat’s solutions to publish business partner and book data from the leading system to all subscribing bank applications,” said Bernd Altenhoevel, director of platform & technology management at EFS. “We can also route SWIFT [Society for Worldwide Interbank Financial Telecommunication] messages to and from bank applications and route data from various bank applications to accounting systems and data warehouses.”

In addition, improved integration has eliminated manual tasks by automating processes and improved efficiency by connecting enterprise assets with real-time messaging. As a result, EFS has become a more responsive, agile enterprise and can continue to deliver IT services to its customers on time and as needed.

REDUCED I.T. COSTS WITH CLEARER SUBSCRIPTION MODEL

With Red Hat JBoss Middleware, EFS has cut its IT expenses by reducing its use of costly proprietary licensing and support. Red Hat's subscription model eliminates large upfront licensing fees and includes access to new product versions at no additional cost. In addition, Red Hat's open source middleware experts provide unlimited incident support, including coverage up to 24x7 with a one-hour response time for critical issues. EFS can access the benefits of its Red Hat subscription through a single portal, such as enterprise software delivery, product updates, critical issue notifications, knowledgebase access, and case management.

"Red Hat JBoss Fuse subscriptions work very differently than our previous vendor's licensing model. The differences make it much cheaper to switch," said Buescher.

PREPARING FOR AN INNOVATIVE FUTURE

By working with Red Hat and using Red Hat technology in its IT environment, EFS is successfully transforming its IT culture, preparing to continue to deliver effective middleware services to its customers into the future.

As a result of its success with Red Hat products and services, EFS is considering migrating from other proprietary solutions to Red Hat technology.

ABOUT ERSTE FINANCIAL SERVICES

Erste Financial Services (EFS) is an independent international servicer specializing in complex financial portfolios. As a licensed financial service provider, it serves wind-down agencies and banks involved in winding down or restructuring portfolios as well as insurance companies and investment funds.

ABOUT RED HAT



Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to provide reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.



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