Information Management software

Central American banking services provider, ATH Costa Rica, integrates data in real-time

Overview

■ ***The Challenge***

- *Synchronize large volumes of data residing in financial-computing environment*
- *Provide customers with up-to-date information to conduct e-Business and other important activities*

■ ***The Solution***

Implement IBM InfoSphere™ Change Data Capture to integrate data in real-time between systems and implement IBM iCluster® for System i® high availability and disaster recovery

■ ***Key Benefits***

- *Integrate 3 million transactions each day on tables containing 62 million records*
- *Mirror 7.5 million transactions each day for continuous availability*
- *Provide over 2,500 users with real-time, 24/7 access to key business information*
- *Avoid costs of planned and unplanned downtime*
- *Gain heightened system performance and faster processing times*
- *Improve corporate accountability and customer service levels*

Providing electronic payments and processing services through its network of automatic tellers, points of sale, and card processing, ATH Costa Rica is dedicated to providing the highest level of quality and service to the financial and commercial sectors of Central America. With more than 300 automatic tellers across various financial institutions, ATH Costa Rica provides the largest network of interconnected banking services in the country.

Need for real-time data integration and continuous availability

Servicing a large number of private banks and financial institutions, ATH Costa Rica needed a solution that would integrate data in real-time

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– Edgar Elias Neira, Production and Quality Manager, ATH Costa Rica

between its systems, while protecting its IT environment from planned and unplanned downtime.

"We needed a solution that would integrate financial data in real-time from our System i® system to our Sun™ Solaris™ server so that the most current data was available to customers via our Web site," says Edgar Elias Neira, Production and Quality Manager, ATH Costa Rica. "Moreover, we required a solution that would provide continuous availability of our critical System i data and applications, enabling over 2,500 users throughout the branch network to conduct business continuously–during downtime or disaster."

Solution providing stability, simplicity and speed

After conducting an analysis of several solutions available in the market, ATH Costa Rica decided to implement both IBM InfoSphere™ Change Data Capture and IBM iCluster® to integrate and protect its systems. Both solutions were implemented and in production mode within one and a half months.

Neira comments, "After evaluating InfoSphere Change Data Capture software's capabilities and performance, we selected it because of its stability, simple configuration and speed with which it performed data replication. Because InfoSphere Change Data Capture's graphical user interface is similar to that of a Windows® operating environment, our system administrators were able to quickly and easily run the solution. We decided to implement iCluster because of its strong replication and switchover features, as well as its ability to use low CPU and network bandwidth."

Neira continues, "Most other solutions that we examined did not have the same capabilities as the IBM solution. InfoSphere Change Data Capture replicated data very quickly and had the ability to integrate only changed data in tables. Lack of this ability would have forced us to resend all tables to our Sun system every time a change was made to a table, resulting in high overhead and low system productivity."

IBM InfoSphere Change Data Capture and IBM iCluster

IBM InfoSphere Change Data Capture uses log-based Change Data Capture technology to provide scalable, high-performance and heterogeneous data integration without impacting source systems. Using real-time data integration, customers get the information they need, when they need it, to allow them to make the best decisions at the speed of business.

IBM iCluster is a single, integrated software solution that mirrors critical data in real-time from a primary System i system to one or more recovery systems with high-speed operational switching in the event of an outage. It includes an intuitive Java™ graphical user interface to manage System i clusters as well as provide enhanced data and application resiliency.

Other features include full support for IFS file mirroring, integrated remote journaling support and enhanced trigger support. iCluster helps companies of all sizes and from all industries increase revenues and improve their bottom line through more efficient 24/7 business operations.

Business Benefits

Since the implementation of InfoSphere Change Data Capture and iCluster, ATH Costa Rica has experienced numerous business benefits.

"We are extremely pleased with the IBM solutions. In addition to being cost-effective and robust, the solutions allow us to reduce overhead and CPU on our System i and Sun systems, which enables heightened system performance and faster processing times. Moreover, the solutions allow our customers to have real-time, 24/7 access to financial data, which helps us minimize the risk of downtime and customer service interruption, and allows us to minimize the costs of both planned and unplanned outages," Neira says.

ATH Costa Rica is pleased with the high level of support that they received from the implementation team. Neira comments, "The product support team has always been efficient in helping us resolve any challenges that arose."

The end-to-end solution has helped enhance ATH Costa Rica's service levels and the overall protection and accuracy of its data transactions.

Neira concludes, "Our customers respect the stability that we offer. Without the IBM solutions in place, a great number of our private banks and financial institutions could be adversely affected by system downtime, and that in turn would reflect negatively on our business. If our systems are down for any length of time, we could jeopardize customer retention and loyalty."

For More Information

To learn more about InfoSphere Change Data Capture, visit **ibm.com**/software/data/infosphere/change-data-capture/

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