

Case Study

GAMMA Implementation at FirstOntario Credit Union



abris

Excellence in Banking Operation

FirstOntario

CREDIT UNION

Testimonials

„The Gamma solution has been invaluable in the automation and management of the day to day operation of our T24 environments, including production and multiple test environments. It has allowed us to automate Close of Business (COB), measure and monitor performance, provide real time alerting of issues, and meet regulatory reporting & monitoring requirements. More importantly for us, ABRIS support has been outstanding. We are impressed with the quality, their responsiveness, and their willingness to work with us on issues. ABRIS has demonstrated a deep understanding of T24. In addition to supporting their own application, they are able to troubleshoot issues and provide development of custom routines. I strongly recommend ABRIS and the GAMMA solution for anyone using Temenos T24.”

MICHAEL WALSH PMP

VICE PRESIDENT,
IT, FIRSTONTARIO CREDIT UNION

„Running GAMMA has become a critical part of T24 Operations at FirstOntario Credit Union and has proven to be an invaluable utility managed and run by my operations team. The tool is extremely versatile and complements the T24 application very well. I have many years of experience in the Temenos banking system operations space and found that the GAMMA tool far exceeds any other tool that I have seen or worked with the past. It provides a great COB monitoring utility and the scheduling options have made running tasks simple and secure. I would certainly recommend GAMMA to any client running Temenos T24.”

HENRY BAKE

MANAGER, IT OPERATIONS,
FIRSTONTARIO CREDIT UNION

“I strongly recommend ABRIS and the GAMMA solution for anyone using Temenos T24.”

(Michael Walsh, Vice President, IT, FCU)

Company profile

FirstOntario began in 1939 and through years of growth and service they maintained the standard set by credit unions across Canada: to function as a cooperative financial institution dedicated to providing exceptional service for its members and its community, working toward a mutual benefit for all. Today, more than 118,000 Ontarians choose FirstOntario for their banking needs – from chequing and savings accounts to loans and mortgages, and highly qualified investment advice. The FirstOntario Business Centre in downtown Hamilton offers a full suite of banking products and services designed specifically for small and medium-sized businesses.

Website: www.firstontariocu.com

Location: Ontario, Canada

Business situation

FirstOntario switched from their legacy core banking system to Temenos T24 between early 2015 and March 2017.

In the process, FirstOntario received solid recommendations for GAMMA as a T24 complementary solution from the ABRIS clients in Canada. Incidentally, Canadian security auditors also expressed their being impressed with GAMMA and its capability to report security events in time and in detail.

These positive reviews gave testimony to the versatility and benefits of ABRIS' operational tool, which contributed to FirstOntario shortlisting it and requesting a proof of concept. In the frame of this, the ABRIS team successfully impressed FirstOntario's technical team, and the institution decided to go ahead with implementing GAMMA as a monitoring tool for all their T24 operations. Implementation began in the first week of April 2016.

Requirements

In understanding of FirstOntario's requirements, the operational tool of choice had to:

- perform all-round monitoring of the core banking system;
- offer all-round COB automation that can be scheduled for a specific time every day.
- comply with Interac security audit regulations. This means that it had to offer the following solutions for ATM and POS transactions:
 - instant alerts about suspicious events with details that help investigate the underlying cause;
 - reporting about events at the end of the day;
 - visual notification on the user interface for the operators concerned.

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„Working with FirstOntario Credit Union was an exceptional experience. In spite of the fact that we are located on two different continents and have 6 hours of time difference between us, the GAMMA implementation was completed smoothly and in record time thanks to their swift decision-making and flexible mindset. Our Canadian partners were more than accommodating. They made sure we have all the necessary resources for remote access and work at our disposal already early in the morning. High-level status meetings were characterised by prompt decision-making, ad-hoc requests and other issues were resolved swiftly. Both the management and the technical team were helpful, highly competent, well-prepared and incredibly efficient.”

VIKTOR WEININGER
CORE BANKING MANAGER
ABRIS

“I strongly recommend ABRIS and the GAMMA solution for anyone using Temenos T24.”

(Michael Walsh, Vice President, IT, FCU)

Main challenges

The main challenges in the implementation process were as follows:

- Remote implementation. The solution had to be implemented with the ABRIS team offsite.
- Parallel implementations. FirstOntario's switch to Temenos T24 was not finished when the GAMMA project started, hence the two systems were implemented parallel.

Solutions

Remote implementation.

In spite of the fact that it had to be performed remotely and partly parallel to the T24 implementation, the GAMMA implementation at FirstOntario was probably our fastest one ever. It started in the first week of April 2016 and finished in 7 weeks thanks to the fast and reliable VPN connections, as well as the competence and rapid decision-making of the bank's professional team.

Parallel implementations.

Due to the continuing T24 implementation process, GAMMA officially remained in test after May 2016. In the period up to

the T24 go-live in March 2017, it was used to monitor the test T24 system. This also allowed for an extended acclimatisation period for FirstOntario's GAMMA operator team, helping them to understand both systems better. Upon T24 go-live FirstOntario's team configured GAMMA for the production environment by themselves, with only minor help from ABRIS.

Interac security audit compliance.

ABRIS introduced a new GAMMA feature called Security Alert Monitor for Canadian Customers. The feature monitors ATM and POS transactions and displays alerts on the GAMMA user interface, sends out alerts in email and/or text message to the assigned operators in case of a failure. It also provides the security team with daily .pdf reports about the ATM and POS alerts.

Pre-scheduled, fully-automated COB process.

While COB automation was already a GAMMA feature at the time of this implementation, we introduced a new feature to GAMMA upon the request of FirstOntario, which allows the bank to start COBs automatically (without the need to press a button) at the exact time every day.