



The
Intelligent
IT Monitoring
and
Automation
Tool

Temenos complementary product by



abris
Excellence in Banking Operation


About GAMMA

GAMMA is an intelligent IT monitoring and management tool for Temenos T24. It supports IT operations to ensure the high availability of Temenos T24 services, full business continuity and the achievement of service-level objectives through the real-time monitoring of business operations based on Temenos T24.

Our clients require more than just a general monitoring and scheduling tool – they need an ultimate application-specific solution built on deep Temenos T24 knowledge and experience. GAMMA is all that and more.

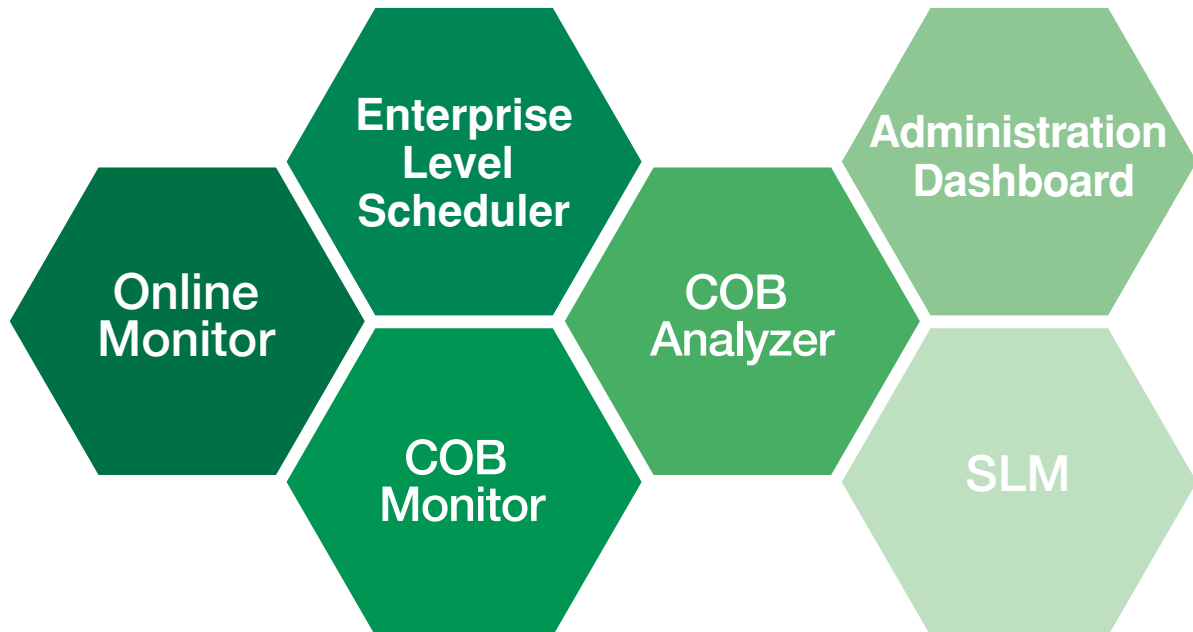
By automating manual tasks, GAMMA helps eliminate human errors and accelerates the operation. Our solution enables IT operations stakeholders (operators, system administrators, operation managers and the support team) to be proactive, allowing them to monitor the system in real time and intervene effectively in a timely manner, before end-users experience any problems.





GAMMA includes comprehensive application, user and interface monitoring, the automation of manual jobs, COB management and monitoring (including pre- and post-COB processes) and the management of Temenos T24 application components.

Enterprise level solution for the Temenos T24 platform



Monitoring

Online Monitor supports users in monitoring the bank's online IT operations in real time. The module's purpose is to detect any discrepancies in the monitored components without delay. It monitors background processes, databases, security, OFS, lockings, disk usage, system performance, OS processes and printers.

Main GAMMA monitoring components

- **Application Monitoring:** ensures real-time availability and performance of the application components
- **Interface Monitoring:** verifies availability, performance, message stagnations, queue sizes and failures
- **Real User Monitoring:** logs branch user activities, analyses trends, monitors performance
- **Log Management:** analyses log files for errors and creates statistics and reports

COB Monitor is a module for monitoring COB processes in real time. It was designed in cooperation with active GAMMA operators to ensure optimum usability and efficiency. It displays crucial information, such as the actual phase, status (normal, warning, major error), job runtimes, total number of active and pending jobs, and the projected time of bank opening. In case of an error, it immediately alerts the designated persons.

COB Analyser is a module for analysing, comparing and evaluating COB-related information. This is a powerful component that enables users to be proactive, and to identify trends, threats and correlations. The Analyser supports the IT department through numerous out-of-the box statistics and diagrams.

Automation

Enterprise Level Scheduler is designed to support IT operators in performing, checking and following up on their day-to-day tasks. It allows for specific daily IT operating tasks, pre-COB, COB, and post-COB to be performed in parallel and in several environments, either manually or automatically.

Administration Dashboard allows operators to run T24 and TAFC/TAFJ-level commands directly from GAMMA without having to access the Temenos platform. The aim is to give operators access only to a GAMMA view and specific commands and tasks, instead of providing them with authorisation to access Temenos T24 and application servers, which would allow for running undesired commands.

Service Level Management enables users to follow the service level availability of different business functions (transaction service, loan processing, etc.) by attributing various underlying processes and factors to them. The resulting service tree shows dependencies and the weight of the different service components as determined by the user. The SLM displays a given service's availability by showing availability tree of its components - and issues alerts if necessary.

“The inclusion of GAMMA made our bank’s transition to T24 truly feel like an upgrade for our Computer Operations department. The insight and control over COB processing was a massive improvement over our old system, and the willingness Abris had to work with us on implementing our numerous customization requests went above and beyond. GAMMA contains many must-have features when it comes to daily processing, and we have utilized it to handle all of our daily processing in multiple T24 environments, handling tasks far beyond just COB monitoring. Any bank utilizing T24 needs GAMMA!”



Kristoffer Wood

Computer Operations Analyst, CWB



“It was not a question that we commit a human mistake or not without an organized application monitoring and operation tool, but the question was when we commit a mistake. The entire COB process including pre and post activities are automated, therefore there is no fear of committing manual mistakes. With the help of risk calendar the operation risk is under control, it is known already prior a critical COB that it will run longer than during a usual day.

The whole COB process is now transparent, morning reports are showing all issues even if COB finishes on time. Online operational issues are immediately escalated to the correct person and handled immediately.

Now our Temenos T24 core banking system is operated through a state of the art system.”



Holger Salzer

member of the Management Board, ZIS

About ABRIS

ABRIS is an internationally recognised banking IT specialist focused on helping financial institutions achieve excellence in banking operation. Our operation spans from the Americas through Europe and the Middle East to Africa.

Our solid international experience is paired with a forward-looking mindset: we keep a finger on the pulse of technological evolution and banking trends, use state-of-the-art technologies and develop our own innovative banking products.

ABRIS is a certified Temenos partner with more than 15 years of Temenos-related experience, including consultancy, implementation, operation and support.

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