

# FINANCIAL SERVICES CUSTOMERS RECEIVE EXPERT SUPPORT FROM RED HAT

CUSTOMER SUCCESS 3-IN-1

COMPANY	Finanz Informatik	BSE	Bank Audi
INDUSTRY	Financial services	Financial services	Financial services
GEOGRAPHY	EMEA	APAC	EMEA
SOLUTIONS	<ul style="list-style-type: none"> <li>Red Hat® JBoss® BRMS (now known as Red Hat Decision Manager), Red Hat Consulting, Red Hat Customer Success Manager</li> </ul>	<ul style="list-style-type: none"> <li>Red Hat Enterprise Linux®, Red Hat Satellite, Red Hat Enterprise MRG Realtime, Red Hat JBoss® Enterprise Application Platform, Red Hat Consulting, Red Hat Technical Account Manager</li> </ul>	<ul style="list-style-type: none"> <li>Red Hat Enterprise Linux, Red Hat Satellite, Red Hat Consulting, Red Hat Training and Certification, Red Hat Technical Account Manager</li> </ul>
SUCCESS SUMMARY	Finanz Informatik (FI), the central IT service provider for the German Savings Banks Finance Group, serves 122 million accounts. To improve and streamline workflows, FI implemented a centralized, rules-based management system for business processes.	BSE (formerly Bombay Stock Exchange Ltd.) struggled to meet business needs with proprietary technologies. The Indian stock exchange built a new trading system using open source technology from Red Hat, with help from Red Hat Consulting and a Red Hat Technical Account Manager.	Bank Audi wanted to expand across the Middle East and introduce new banking services, but its UNIX architecture could not provide the necessary efficiency, agility, and flexibility. With help from Red Hat, the bank migrated its critical services to Red Hat Enterprise Linux and implemented Red Hat Satellite to improve server administration.
BENEFITS	<ul style="list-style-type: none"> <li>Achieved easier rules-based management of critical business processes and seamless integration of complex decision logic into business applications</li> <li>Reduced risk of user-related errors with automated process management</li> <li>Gained access to expert guidance and knowledge through Red Hat Consulting and the Red Hat Customer Success program</li> </ul>	<ul style="list-style-type: none"> <li>Reduced trade transaction time from 10 milliseconds to 6 microseconds—faster than any stock exchange in the world</li> <li>Increased trading volume from 10 million to 400 million orders per day</li> <li>Reduced total cost of ownership (TCO) by 90%</li> <li>Eliminated manual tasks, resulting in increased operational efficiency and reduced staffing requirements—from 15 to just 2 employees</li> </ul>	<ul style="list-style-type: none"> <li>Increased IT productivity by an estimated more than 100%</li> <li>Cut time to market for new services by reducing server provisioning time from over 1 week to under 7 minutes</li> <li>Defined clear IT roadmap with help from Red Hat Technical Account Managers</li> </ul>
TESTIMONIAL	<p><i>"We are more than enthusiastic about this support approach. Nearly every IT provider could learn a thing or two from it."</i></p> <p>- ANDREAS JUNGIEREK MANAGER, SALES PROCESSES LENDING AND ASSETS AND SECURITIES MANAGEMENT, FINANZ INFORMATIK</p>	<p><i>"When I think of Red Hat, the first thing that comes to mind is trust. We trusted them because we had seen their product. And whenever we needed help, support was available. The more support we got, the more trust we had. And that's how the relationship has grown."</i></p> <p>- KERSI TAVADIA CIO, BSE</p>	<p><i>"Red Hat offers so much more than just an operating system. Their enterprise-class technology is backed by an incredibly professional team that sees itself as an extension of our in-house team."</i></p> <p>- GEORGES ABOU-ZEIDAN TECHNOLOGY ARCHITECT, BANK AUDI</p>

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