

## TransAction Solutions Pty Ltd

### BUSINESS PROFILE

**Company Name:**

TransAction Solutions Pty Ltd

**Headquarters:**

North Parramatta, Australia

**Industry:**

Retail Banking Services for Credit Unions

**Employees:**

25

**Business Environment:**

- Customer-owned IT services provider for 12 Australian credit unions
- Customers include Australian National Credit Union, the country's largest credit union
- Provides critical retail banking services that credit unions rely on to run their business
- Processes more than eight million electronic transactions every month
- Operates under stringent service level obligations to avoid IT downtime

**Implementation Team:**

KAZ Group

**MIMIX Products:**

MIMIX® ha1™

“ Our shareholders understand that the added security of their transactions, as a result of our investment in Lakeview's MIMIX high availability solution, is an insurance policy they can't afford to operate without. ”

– Mr. Guy Light, TAS General Manager

### Critical Issue

TransAction Solutions' processing systems run the retail banking environment for 12 credit unions with more than \$3 billion (AUS) in combined assets. Any IT downtime could have catastrophic consequences for those credit unions, as their customers rely on services such as ATMs and online banking around the clock, every day. Every hour systems are down can cost member credit unions roughly \$130,000 (AUS).

### Results

- Can guarantee SLA commitments of less than 10 minutes of downtime per month.
- No significant outages since implementing MIMIX solution.
- Real-time replication and protection of critical data and systems.
- Ability to prevent or quickly recover from any type of IT downtime.

### Technologies

- One of the largest IBM® System i™/System x™ networks in Australia
- 110 Windows NT/2000 servers connected to the System i™ back end
- Fiserv® International Comprehensive Banking System (ICBS) Software

### Business Challenge

TransAction Solutions (TAS) is owned by its customers, 12 credit unions who represent nearly 600,000 credit union members. The credit unions outsource system development work to TAS, and rely on it to provide the technology infrastructure they require to operate in an increasingly competitive retail banking marketplace in Australia. Without TAS, each organization would have to build its own IT infrastructure.

TAS relies on an IBM System i platform and Fiserv's International Comprehensive Banking System (ICBS), a powerful banking software solution, to deliver essential services to its customers. Because their members rely on 24/7 access to these services, the credit unions expect TAS to be able to deliver exceptionally high levels of availability for their IT systems. TAS needed to ensure they could meet their customers' expectations and rigid service level agreements, while avoiding downtime to critical services.

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#### Solution

Because minimizing IT downtime was so critical to its business, TAS knew it needed to work with the leaders in the high availability marketplace. The company selected Lakeview Technology and its world class MIMIX high availability solutions.

There are three IBM System i servers that form the core of the TransAction Solutions network. Of those three, one server is entirely dedicated to backup and development. By implementing Lakeview Technology's MIMIX ha1 solution, TAS was able to ensure that all transactions are replicated to the backup machine in near real-time. And that production operations can be rapidly switched to that server to avoid IT downtime and disruption to customer business processes.

"Today, our customer's business is more about electronic transactions than it is about cash. More than sixty percent of their business is electronic—ATM activity and the like. With the functions that MIMIX allows us to offer, the last transaction before a break is always on disk. And it's a whole lot easier to recover from a ten minute outage than it is to rebuild two days of trading activity."

The decision to go with MIMIX has made the System i platform, along with ICBS, a robust and reliable environment for the credit unions.

"MIMIX enables us to guarantee our service level agreements with our customers that call for no more than 10 minutes of downtime per location per month," Says Guy Light, TAS General Manager. "And unlike what has become common practice in the IT industry, we don't roll up that 10 minutes a month so we can meet our SLAs and use cumulative downtime—10 minutes at a time means 10 minutes. In our industry, 'five nines' can spell disaster instead of acceptable performance."

According to Mr. Light, using high availability for financial transactions is all about mitigating risk—for the credit union and for its directors and officers. Corporate governance mandates as well as the Australian Prudential Regulatory Authority set some very high benchmark standards for financial institutions to meet as far as data management and disaster recovery are concerned. Lakeview's MIMIX high availability solution is essential protection within that atmosphere.

"We can put our hand on our heart and guarantee that our customers are not going to lose a transaction," says Mr. Light. "That said, we know that within five years, we're going to have to be able to do system upgrades without taking the network off the air—a feat that without the continuous operations features of a robust solution like MIMIX, we just wouldn't be able to do."

