



Making IT More Effective
in Finance, Banking & Insurance

Build Better IT Systems More Effectively



Delivering Return on Investment

Financial services organizations are under pressure to create more effective business systems with fewer resources, save costs without sacrificing quality, and demonstrate how IT systems are meeting business requirements. IT departments must now produce systems that support multiple business needs in a more efficient, transparent and consistent way.

Consequently, the relationship between the business departments and IT has become a formal contract between customer and supplier. Now, finance companies must be able to specify clearly what the business needs are for each project – and the IT department has to demonstrate openly that it is delivering optimum value while still developing the best systems to meet these business requirements.

It's a tough challenge. According to a Standish Group¹ report, currently over 50% of projects cost over 189% of their original estimate. And it's not surprising why. Identifying and managing business needs that are continually changing can be difficult. And many companies still support manual processes that are costly and error-prone.

Automated tools can help. Once implemented, it's possible to manage business needs and change requests more effectively and to streamline the development process.





Requirements-Driven Development

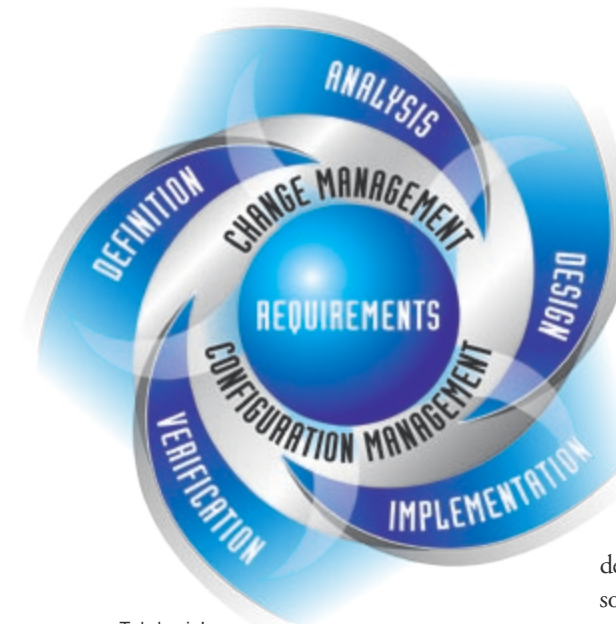
The Standish Group¹ reports that an average of only 54 percent of the initially defined features of a project are ever actually delivered, while 45 percent of the requirements that are delivered are never used. With increasing pressure on IT departments to deliver exactly what the organization wants on time – with the highest quality and at reduced cost – requirements-driven development and requirements management tools are essential to successful systems and software development.

Requirements management defines from the outset what has to be done and why, as well as communicates any changes that occur to this initial definition during the project. It enables the effective collaboration of the project team by recording every step of development. And it provides validation: the ability to trace all stages of a project and prove that the final product meets all requirements.

Advanced Change/Configuration Management

The demands on software functionality are relentless, resulting in larger, more intricate and more diverse applications. In an effort to deliver software faster and at lower cost, organizations are using larger teams, often distributed across the country or globally. These teams typically work in parallel or on specific components that are compiled at a later date.

As a result, communication, control and management become exponentially more challenging. When engineers can no longer walk down the hall to discuss issues or clarify questions, it is important to put a process in place for timely and accurate technical communication. Just as importantly, any tool used should help team members follow defined processes and standards to avoid cost, quality and time-to-market issues. Visibility into project data is also critical, as is status reporting.



Telelogic's Automated Lifecycle Management Solution includes DOORS, SYNERGY and TAU.

Automated Lifecycle Management (ALM) Solutions from Telelogic

Telelogic's Automated Lifecycle Management (ALM) solutions enable financial services organizations to develop better IT systems and software faster and at less cost. By using Telelogic DOORS® for requirements (business needs) management and Telelogic SYNERGY™ for change and configuration management, financial services organizations can manage business needs and change requests more effectively and streamline the development process. These tools provide a requirements-driven, fully integrated solution for seamless, end-to-end support across the development lifecycle.

With Telelogic DOORS and its ability to capture, link, trace, analyze and manage information across the enterprise, IT departments can ensure a project's compliance to all specified requirements and standards. In addition, Telelogic DOORS/Analyst™ enables requirements and business analysts to supplement textual requirement specifications with graphical models that help capture and clarify requirements to improve understanding and completeness. These graphical models can be reused to kick-start systems and software development.



“Telelogic DOORS provides robust and automatic traceability of requirements throughout a project lifecycle. Its multiple traceability views display the full details or context of what's impacted. We were impressed with the software's ability to drag and drop the creation of links, the fact that hyperlinks from traceability grids allow data to be modified from a traceability view, and that traceability is evident down to the source code level.”

– American Financial Group, USA

With Telelogic SYNERGY companies can unify distributed development teams and provide the control and visibility necessary to achieve time-to-market, quality and cost-reduction objectives. Furthermore, SYNERGY provides support for parallel development and brings the efficiencies of a task-based approach to development teams large and small.

Individually or together, DOORS and SYNERGY can help Financial Services companies – and their IT departments – build systems and software that meet business needs, address industry and development issues, as well as deliver a high return on investment.

“The ‘out-of-the-box’ process support in Telelogic SYNERGY has simplified our change management process by providing a clear, automated workflow that is transparent to the user.”

– Signal Iduna Insurance, Germany



Solve Key Challenges with Telelogic



Closer Alignment of Business and IT

“IT governance,” the need to ensure that IT sustains and extends an organization’s strategies and objectives, has become crucial. Today, IT departments may have to prove themselves against external organizations or in some cases actually manage the process of purchasing packages or services from a third party.

Telelogic’s ALM solutions can help smooth this process by enabling you to:

- Capture and manage requirements easily.
- Assess these needs against your own capabilities and those of external bidders.
- Understand and manage the changing priorities of multiple business departments.

Keeping Pace with Changing Business Needs

The life of financial services products can be as short as six months. Consequently, organizations wishing to remain competitive must be able to take advantage of slim windows of opportunity by introducing new or updated financial products or services quickly and easily.

Telelogic’s ALM solutions make this possible by:

- Mapping updated business requirements directly to software designs and tests so no changes are overlooked during implementation.
- Providing a quick, accurate impact assessment of any change to a business requirement.
- Managing the configuration of system releases so they always include correct versions of components.

Increasing Efficiency through Process Improvement

An organization’s development processes must be transparent and efficient. Fortunately, benchmarks for process improvement are already established in the Software Engineering Institute’s CMMI (Capability Maturity Model Integration), in IT Service Management frameworks such as ITIL (IT Infrastructure Library), as well as quality improvement initiatives like Six Sigma. But reaching the highest levels of best practice – where processes are categorized as repeatable, defined, managed and optimized – requires automated tools. Telelogic’s ALM solutions help you achieve process optimization by supporting and enabling industry best practices.



“With Telelogic SYNERGY we know that any component of the system changed in one site is consistently changed in all other sites since our entire system is source controlled.”

– *Investec, South Africa*

“Adding value, reliability and control of processes is what is important to us. Telelogic DOORS allows us to achieve this in a unique and powerful way – and saves us time in the process.”

– *BankInvest, Denmark.*



“With Telelogic SYNERGY, we could quickly and easily identify areas of the software that needed to be changed to meet the new business requirements and complete the project on schedule.”

– *Dresdner Bank, Germany*



Reducing Costs with Global and Offshore Development

To work effectively together, globally distributed teams require more coordination and closer collaboration than ever before.

Telelogic’s ALM solutions help support multiple, dispersed teams by:

- Helping them share continually updated documentation and data.
- Allowing individual tasks to be assigned, tracked and automatically synchronized with the main project.
- Providing common tools that compel multiple teams to follow consistent processes and procedures.
- Enabling clear change management where formal change requests are assigned and traced back to specific requirements.

Regulatory Compliance without the Overhead

Financial reporting and processes are under increased scrutiny due to new regulations (e.g. the Sarbanes-Oxley Act and the Basel II Accord). Clearly, your IT systems – and any components supplied by a third party – must now comply with these industry directives.

Telelogic’s ALM solutions provide automated tools for tracking the ways IT systems comply with regulations throughout the development lifecycle. Using our tools, you can view a clear audit trail from a specified regulation to its fulfillment in the final design and system implementation. You can also prove you have the correct measures in place to meet legal requirements and minimize the financial risks to your business. And, because Telelogic’s tools automate so many of these processes, you can save precious time and resources.

Regaining Control of Outsourcing

Outsourcing can save money for financial services organizations. But relying on external suppliers makes control and visibility more challenging.

Telelogic’s portfolio of integrated tools can help you come to grips with outsourcing by:

- Clearly specifying business needs to those outside your organization.
- Tracking a system’s compliance with requirements even if developed by a third party.
- Managing and implementing change requests.
- Easily integrating outsourced components into your systems.
- Ensuring Service Level Agreements (SLAs) are met.
- Managing the selection of a supplier.

Customer Success with Telelogic SYNERGY

Increasing Efficiency and Reducing Costs

One of America's premier banking institutions with a global presence has to maintain its competitive edge in an increasingly crowded marketplace. To increase operational efficiency and reduce the cost of producing code, the company invests in Telelogic SYNERGY for change and configuration management (CM) to support all online and interactive banking projects.

SYNERGY immediately streamlines the CM process and enhances communication and collaboration. Now all software development teams in the bank's online and interactive groups use SYNERGY/CM for configuration management and SYNERGY/Change to track changes for complex multiple-site projects. In addition, the SYNERGY Distributed Change Management (DCM) capability enables geographically distributed development teams to share and manage common software components and change requests. The result: developers can make changes to the same object even though they may be working on different project teams, using different CM databases and working in different locations.



SYNERGY also helps the bank's developers and managers work faster and smarter in a simpler, more efficient development environment. Because SYNERGY maintains an integrated, central database of software assets and all related information about projects, tasks, processes and people associated with them, the company improves its development processes and maximizes productivity using globally distributed development teams. SYNERGY also reduces development costs by extending repeatable best practices throughout the organization and automating many mundane, manual tasks.



Customer Success with Telelogic DOORS

Managing Rules and Regulations

Like all financial institutions, the BankInvest Group, one of Denmark's leading asset management companies, is governed by thousands of rules, regulations and policies.

To manage on-going changes and to streamline the process of internal and external audits and certifications, BankInvest uses Telelogic DOORS.

Thousands of external documents are retained in the DOORS database, including laws and restrictions from the government, tax authorities, financial bodies and audit firms. The DOORS database also contains specifications for the entire IT infrastructure, including networks, hardware servers and software. This enables BankInvest to better manage risk as it can instantly see which business-critical activities would be impacted by technical failures in different parts of the infrastructure.

BankInvest integrates its corporate systems with DOORS, ensuring that each employee always accesses complete, up-to-date information about how to perform each activity. The DOORS database also drives new development and updates to the other systems. This makes many common processes, such as certification audits, much more efficient as auditors can instantly see how BankInvest meets all investment, trading, verification, and documentation requirements. As a result of using DOORS, the audit process is much faster for both BankInvest and the auditors.

Now an intrinsic part of BankInvest's requirements and process management activities, DOORS helps the company stay flexible and extend best practices throughout the organization. Moreover, the power and flexibility of DOORS enables BankInvest to manage rapid growth. The firm reuses definitions and gets new activities up and running quickly. It saves resources and ensures that BankInvest's high standards for adding value, reliability and control are maintained. This makes employees more secure, makes auditors more satisfied and ultimately makes customers more confident in BankInvest services and products.

With these capabilities, you can be sure the right systems and software are delivered on time and within budget. In addition, cost reductions offered by outsourcing can be achieved without compromising on quality.



For more Information

Find out how Telelogic can help you develop better systems and software at less cost. Visit us at www.telelogic.com for more information on our products and lifecycle solutions or download our interactive CD-ROM at www.telelogic.com/guide.

Our Company and Our Solutions



Telelogic

In the last 20 years, Telelogic has developed into a leading global provider of solutions for advanced systems and software development. During this time, we've helped many leading companies and organizations across the finance, insurance and banking industries deliver better systems and software faster, including: American Express, BB&T, Barclays Bank, Caisse d'Épargne, Citicorp, Credit Suisse, Deloitte, Deutsche Bank, Dresdner Bank, Federal Reserve Bank, Mastercard, NASDAQ and Prudential Assurance.

Telelogic's Automated Lifecycle Management (ALM) Solutions

Telelogic's best-in-class tools automate and support best practices throughout the application development lifecycle so nothing is lost, overlooked or misunderstood. By optimizing each phase of development, Telelogic tools improve visibility, collaboration and validation, so organizations can deliver better systems and software faster.

Telelogic DOORS

Used by more than 100,000 professionals at over 1,300 companies around the world, Telelogic DOORS is a multi-platform, enterprise-wide system for capturing, linking, tracing, analyzing and managing changes to information to ensure a project's compliance to specified requirements and standards. In April 2003, META Group² stated, "Telelogic DOORS is the market share leader for requirements management products and has the most complete lifecycle integration." The Standish Group¹ in its report "What Are Your Requirements? 2003" also hailed DOORS as a market share leader.

Telelogic SYNERGY

Telelogic SYNERGY is an integrated family of tools for change and configuration management, which provides lifecycle control for a company's software development assets. In 2003, Giga Research³ stated, "SYNERGY/CM is one of the most mature products on the market," and in 2002, French analyst firm Yphise⁴ wrote, "CM Synergy is the market leader and demonstrated a clear differentiating comparative advantage."

Telelogic TAU®

Telelogic TAU is an integrated family of analysis, modeling, design and testing tools that provides a unique visual development environment. This simplifies, automates and accelerates the production of advanced systems and software. Industry analyst firm Gartner⁵ said, "Telelogic's TAU Generation2 is the co-market leader for (Object Oriented Analysis and Design) modeling of real-time applications" in a 2003 report. That same year, TAU/Developer was awarded four out of five stars after an in-depth product review conducted by *Software Development*⁶ magazine, which equates to "Great" and "Probably belongs in your shop" on the magazine's rating scale.

TAU is integrated with DOORS and SYNERGY to provide a complete requirements-driven development environment.

Integrations

Telelogic's ALM solutions are integrated with a wide range of complementary lifecycle tools from other vendors including IBM, Microsoft, Borland, Mercury Interactive, CASEwise, Primavera and SAP.

1) What Are Your Requirements? 2003, The Standish Group, Inc., 2003.

2) Mastering the Requirements of Requirements Management: Application Delivery Strategies, Integration & Development Strategies, Thomas Murphy, META Group, April 2003.

3) Market Overview 2003: Enterprise Software Configuration Management, Uttam Narsu, Giga Research, July 2003.

4) Application Change Management Software, Laurent Mynard, Yphise, 2002.

5) The OOA&D Market: 2004 Vendor Update Details, Michael Blechar, Gartner, August 2003.

6) Software Development, April 2003.



World Headquarters

P.O. Box 4128 • SE-203 12 Malmö, Sweden • Phone: +46 40 650 00 00 • Fax: +46 40 650 65 55

American Headquarters

9401 Jeronimo Road • Irvine, California 92618 USA • Phone: +1 949 830 8022 • Fax: +1 949 830 8023