software AG

Customer Reference Story | HSBC Turkey | Financial Services | CentraSite™

HSBC TURKEY BANKS ON CENTRASITE™ FOR EFFECTIVE SOA GOVERNANCE

Challenge

HSBC Turkey had planned to double its customers and regional branches in five years—without changing staff. To support this fast expansion, HSBC Turkey took a holistic approach to SOA governance—one that will assure effective lifecycle management, asset governance and impact analysis while increasing service re-usability.

Solution

The banking giant selected CentraSite as an important component of SOA governance. Operating in harmony with other SOA tools and platforms, CentraSite gives HSBC Turkey a supporting tool for complete asset management. Comprehensive impact analysis enhances decision-making and minimizes the risk of changes.

Benefits

- More than 250 business services and 10,000 IT assets managed with CentraSite
- Asset repository/registry built in less than 60 days
- Reduced costs, thanks to re-usability and greater flexibility
- Better decisions and reduced risks with complete impact analysis

HSBC

The HSBC group, operating in Europe, the Asia-Pacific region, North and South America, the Middle East and Africa, is one of the world's largest banking and financial services institutions. The group is headquartered in London and engages in individual, commercial, institutional and private banking as well as investment banking and insurance. HSBC Turkey has operated in Turkey since 1990 and today has more than 330 branches, some 3 million customers and around 6000 employees.

Get There Faster.™

"We implemented Software AG's SOA governance solution CentraSite to support asset re-usability and dramatically reduce any change management risk with its powerful impact analysis tools."

Levent Utkusavaş | Program Coordinator | HSBC Turkey

Progressing to a "perfect" SOA

HSBC Turkey is a "pilot application and perfection center." It was named that as part of the company's SOA-based transformation project, which began in 2006. HSBC Turkey had decided to adopt an SOA to support its plan to double branches and customers over five years.

An SOA would:

- Reduce costs through re-usability and flexibility
- Enable services to be re-used across systems
- Improve product quality by offering enhanced control
- Optimize business processes through real-time monitoring facilities

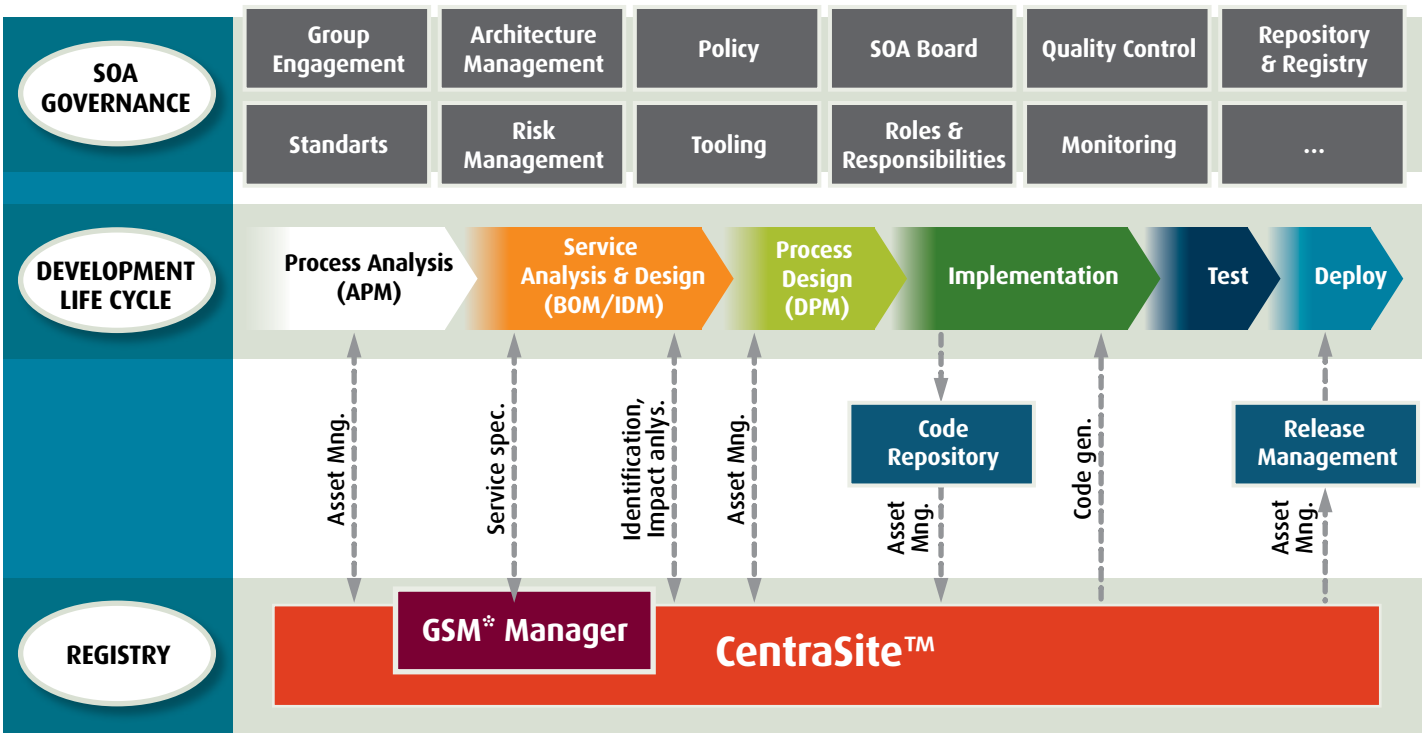
From the first application deployed, it was obvious SOA governance was essential to getting the maximum value from SOA. Governance would guarantee the success of the company's transformation to an SOA and unify all legacy governance processes within a single framework. The company would be able to enhance asset management and re-usability by improving existing governance roles, procedures and rules.

Explained CIO Seda Tekin: "We launched this initiative because we knew from the very outset that SOA governance was one of the most important SOA success factors."

Finding the right governance solution

HSBC Turkey's SOA governance initiative began with a search for the right SOA registry/repository—the fundamental component of a governance solution. The team at HSBC Turkey met with Software AG consultants to make a precise assessment of business requirements and technology needs.

During these briefings, **Levent Utkusavaş**, project program coordinator, decided a comprehensive registry based on open standards would put HSBC Turkey on a faster path to a mature and "perfect" SOA.



* GSM: Group Standard Messaging

Identifying obstacles

HSBC Turkey set its primary SOA governance goals as enhancing re-usability, unifying governance processes within a single framework and meeting change management targets by means of an SOA-impact analysis.

The company realized it lacked:

- A central registry for SOA assets
- The ability to perform asset analysis effectively
- Metadata and taxonomy-based semantic enrichment and asset tracking capabilities that would enhance re-usability
- The ability to conduct an end-to-end impact analysis of potential changes to SOA assets or interferences with SOA assets due to change requests or maintenance procedures
- A holistic structure for reporting SOA maturity levels, especially design and development time in terms of output

Enter the answer: CentraSite

With CentraSite, HSBC Turkey gains:

- More effective SOA governance at design time
- Intuitive asset relationships and impact analysis
- An extendable SOA registry that includes all SOA assets and enables management
- Support for re-usability

HSBC Turkey uses CentraSite to manage its SOA assets while achieving sophisticated integration with related artifacts, such as IBM WPS, BPEL, JAVA applications and programs for the purpose of impact analysis.

Making the move to effective governance

In the initial stages, legacy SOA services were mapped to other SOA assets and transferred to the CentraSite environment in one-to-one workshops with respective SOA asset owners.

By transferring SOA assets to CentraSite interfaces, HSBC Turkey has a discipline for asset management.

Within the context of HSBC Turkey SOA change management, asset relations were defined to include production assets, in which a wide range of asset types are recorded--from operational assets to application components. This has enabled the impact analyses from a wide range of different perspectives.

The end result: reduced errors, delays and potential losses and easier to identification of SOA service candidates.

Crowning achievement

In six months, all HSBC Turkey SOA asset types and taxonomies had been defined and a considerable portion of the total asset stock had been recorded.

Explained HSBC Turkey Technology Architect **Kağan Aydınyüz**: "Our efforts were crowned with success. We really brought asset management under control and increased service re-usability. This success was achieved in large part due to CentraSite's flexible and extensible metadata structure, its comprehensive taxonomy and categorization support and powerful reporting tools."

CentraSite's ability to automate and streamline SOA governance has enabled HSBC Turkey to meet its SOA success criteria. The central SOA registry empowers HSBC Turkey SOA stakeholders from across the enterprise to query SOA assets from their respective roles, analyze change risk and access the SOA assets for re-use more securely.

KEY COMPONENTS

CentraSite
CentraSite is a unified registry and repository that helps companies build repeatable solutions faster and at less cost. All processes, services and related assets can be cataloged in one place so developers and business analysts know what assets they can re-use. Automated policy enforcement helps assure consistent service quality.

Global Consulting Services
Software AG consultants helped HSBC Turkey identify its governance requirements. The Software AG Global Consulting Services team brings decades of experience, expertise and best practices to help Software AG customers get the maximum return on their technology investments.

Take the next step to get there – faster.

ABOUT SOFTWARE AG

Software AG's 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers' goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our forty-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

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