



# stonebranch

## Results

- Ease-of-use with native web application
- Top notch support and guidance
- Improved flexibility
- Automated alerts on any step of the workflow
- Seamless conversion from legacy job scheduler

*“We found in that process that Stonebranch had a great product. Their sole focus as a company is automation and their solution is a native web application. Their conversion team was very capable across multiple technology stacks and there was an easy learning curve when it came to learning the software.”*

*“Most importantly, Stonebranch was fully engaged in the POC and provided great support and guidance. This was important to PSCU as we tend to look for partners in our product decisions, not vendors who merely see us as a customer number.”*

### Earl Diem

IT Operations Manager,  
PSCU

# PSCU Implements Stonebranch’s Universal Automation Center

America’s leading credit union service organization implements a new automation platform after a total revamp of their APM.

## Background

Established in 1977, PSCU is America’s leading credit union service organization (CUSO). The company was recognized as CUSO of the Year in 2016 by the National Association of Credit Union Service Organizations. PSCU’s products, financial services solutions and service model

collectively support over 850 Owner credit unions representing more than 20 million credit, debit, prepaid, online bill payment and mobile accounts; protect over 2 billion transactions annually from fraud; and optimize credit union performance and growth.

## Challenge

During a thorough review of their Application Performance Management (APM) program, it was determined that PSCU had many manual processes in the enterprise that were undocumented and that 99% of the time, when a workflow failed, it was the end user that notified them that they had not received their workflow delivery. A decision was made to implement an Enterprise Automation Solution in order to remediate these issues.

“We had outgrown the legacy tool we had been using,” says PSCU IT Operations Manager, Earl Diem. “We conducted a Proof of Concept (POC) with four different companies focusing on solutions in the Gartner Magic Quadrant for Workload Automation where the core competency of the company was Automation.”

## Solution

Following an intense Proof of Concept (POC), PSCU chose Stonebranch's Universal Automation Center as their new workload automation solution.

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very capable across multiple technology stacks and there was an easy learning curve when it came to learning the software," says Diem. "Most importantly, Stonebranch was fully engaged in the POC and provided great support and guidance. This was important to PSCU as we tend to look for partners in our product decisions, not vendors who merely see us as a customer number."

## Results: Return on Automation\*

PSCU migrated every one of their jobs to Stonebranch's Universal Automation Center and totally automated their finance workflows, completing the project six weeks ahead of schedule and on budget.

"The flexibility of the Stonebranch platform is boundless. We spent the first four weeks solidifying our Automation approach and building templates. Once the approach was solidified, workflows were built and tested in the test environment and promoted to production with increasing speed," says Diem. "We now have automations that can alert us on any step of the workflow and page out the proper team to address the failure. This has profoundly decreased our mean time to acknowledgement (MTTA) and mean time to repair (MTTR)."

"The services provided by Stonebranch during the implementation were executed exactly as they said they would. We were very impressed," added Diem. "The flexibility of the Stonebranch platform is boundless. Stonebranch has a great product with a sole focus on Automation. They are engaged and onsite to support their customers. Furthermore, they have flexible pricing models to fit our unique needs".

In closing, Diem raved about Stonebranch's core approach to business. "Most importantly, they care that you succeed using their product and treat you as a partner and not merely a number when you call for support. That's important to PSCU."

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\* Return on Automation (RoA): the investment in automation and the right automation tool pays off in a short time and returns many benefits. These include higher efficiency, faster processes, greater process reliability, higher data throughput, seamless integration, and higher production. The overall result is an increase in profits.

## ABOUT STONEBRANCH

Stonebranch provides modern automation solutions that simplify mission-critical IT business processes reliably and securely across complex and diverse IT environments.

Stonebranch clients include some of the world's largest financial, healthcare and technology institutions. Founded in 1999 and headquartered in Atlanta, Georgia, Stonebranch has offices throughout the world, including the US, Germany, Canada, United Kingdom, Netherlands, Greece, Spain and Sweden, and the European headquarters in Bad Homburg, Germany.