



stonebranch



Success Story

ttb

Driving Customers' Financial
Well-being through Modern,
Secure Workload Automation



Facing the limitations of a legacy automation platform, TMBThanachart (ttb) partnered with AskMe to migrate to Stonebranch Universal Automation Center (UAC). The move enabled self-service automation for decentralized teams while centralizing the orchestration of critical data warehouse and batch processing workloads.



Background

ttb is one of Thailand's leading commercial banks and a designated Domestic Systemically Important Bank (D-SIB), playing a critical role in the nation's financial system. The Bank is committed to improving its customers' Financial Well-being while creating meaningful impacts for clients, shareholders, business partners, and society.

Driven by the vision *to become the recommended bank of choice*, ttb combines intuitive digital experiences with hyper-personalized services through platforms such as *ttb touch* (6 million users) and *ttb business one* (62,000 companies).

Today, more than 93% of financial transactions are conducted digitally through the Bank's platforms.

Challenges

ttb's legacy automation tool increasingly created operational and technological limitations that impacted agility and efficiency. The Bank faced several key challenges:

- **Aging Systems:** The legacy tool had been in place a long time and the underlying server hardware was approaching end-of-support.
- **Manual Maintenance:** Maintaining their legacy tool required significant manual effort, from applying security patches to ongoing maintenance needed for compliant 24/7 operations.
- **Lack of Visibility:** The setup lacked transparency and self-service features. Developers could not independently monitor batch jobs and had to rely heavily on the IT Ops team for status updates.

"User adoption across the organization has been very positive. Stonebranch is relatively easy to use compared to similar tools we have used in the past, which has enabled teams across different departments to quickly become familiar with the platform.

Its simplicity and intuitive design allow users to learn and adopt the system efficiently, with many teams able to share knowledge and train each other without heavy reliance on formal training."

Ekkarin Siripanadorn
Head of IT Operations
ttb

Results

- **Improved Process Efficiency:** Application teams work faster and more independently while reducing the number of manual tasks previously handled by the IT Ops team.
- **Reduced Operational Risks:** Improved workflow visibility, automation, and simplified deployment processes reduce the risk of human error.
- **Stronger Governance and Compliance:** Enhanced traceability, logging, and observability help support audit readiness and governance requirements.

The Search

As part of its modernization initiative, ttb leveraged industry analyst reports like the [Gartner Magic Quadrant for Service Orchestration and Automation Platforms \(SOAPs\)](#) to evaluate automation solutions. The Bank sought a secure, proven platform with self-service capabilities that aligned with strict financial sector requirements.

Regional integration partner **AskMe** recommended **Stonebranch Universal Automation Center (UAC)**, providing comprehensive insight into the platform, and facilitating detailed discussions and demonstrations with Stonebranch. UAC stood out with its:

- **Compliance and Security:** Alignment with frameworks like SOC 2 and ISO 27001, supporting data protection, access management, and audit traceability.
- **Ease of Use:** A comprehensive, intuitive interface that simplified adoption without introducing unnecessary complexity.
- **Proof-of-Concept (POC) Validation:** The ability to conduct POC exercises across multiple scenarios validated platform capabilities and enabled a low-risk migration.

The Solution

The migration to Stonebranch UAC was executed smoothly over a single year. To guarantee business continuity, ttb and AskMe deployed Stonebranch's proven wave-based migration strategy, validating the platform during an initial pilot phase before progressively transferring critical application workloads.

The migration encompassed a large portfolio of Linux and Windows-based workloads previously managed in their legacy automation tool. Many of these processes support the Bank's enterprise data warehouse operations and business-critical batch processing, making a seamless transition essential to maintaining operational stability and service continuity.

"AskMe's strong ownership and commitment to delivering the project successfully gave us confidence throughout the journey," says Ekkarin Siripanadorn, Head of IT Operations for ttb.

To achieve long-term adoption and operational sustainability, ttb combined formal training with hands-on validation, and successfully established an internal network of service champions to help onboard new employees.

Looking ahead, ttb is leveraging Stonebranch as a foundation for future digital transformation initiatives. The Bank is evaluating the orchestration of Microsoft SQL Server Integration Services (SSIS) workloads and Azure Kubernetes Service (AKS) jobs through UAC to extend automation capabilities into modern cloud-native and data integration environments.

The Results

Today, ttb uses UAC for workload automation and enterprise job scheduling across its banking environment. Teams can independently create, manage, and monitor workflows through an intuitive self-service platform, improving stability and reducing dependency on IT Ops (while still maintaining strong governance and control).

A significant portion of the Bank's automated workload portfolio — approximately 70–80% — supports enterprise data warehouse operations. Centralizing these critical workflows in UAC has enhanced visibility, reliability, and control.

The organization views automation as more than an operational necessity — it's a strategic capability that enables innovation and strengthens business continuity. By ensuring the dependable execution of business-critical processes, ttb has increased customer trust and satisfaction while positioning the Bank for future success. As ttb continues its digital banking transformation strategy, Stonebranch provides a scalable automation foundation that supports growth, resilience, and hybrid IT modernization.

"For us, Stonebranch isn't just about automation.

It's about enabling teams to deliver faster with fewer errors. UAC brings clarity, control, and efficiency into our operations, ultimately supporting more reliable services, while also proving to be a cost-effective investment."

Ekkarin Siripanadorn
Head of IT Operations
ttb

About Stonebranch

Stonebranch builds IT orchestration and automation solutions that transform business IT environments from simple IT task automation into sophisticated, real-time business service automation. No matter the degree of automation, the Stonebranch platform is simple, modern, and secure.

Using the Stonebranch Universal Automation Platform, enterprises can seamlessly orchestrate workloads and data across technology ecosystems and silos. Stonebranch serves some of the world's largest financial, manufacturing, healthcare, travel, transportation, energy, and technology institutions.



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