



# Financial services institutions improve business outcomes with automation

Learn how they decreased operating costs,  
reduced risk, and improved productivity



**Red Hat**

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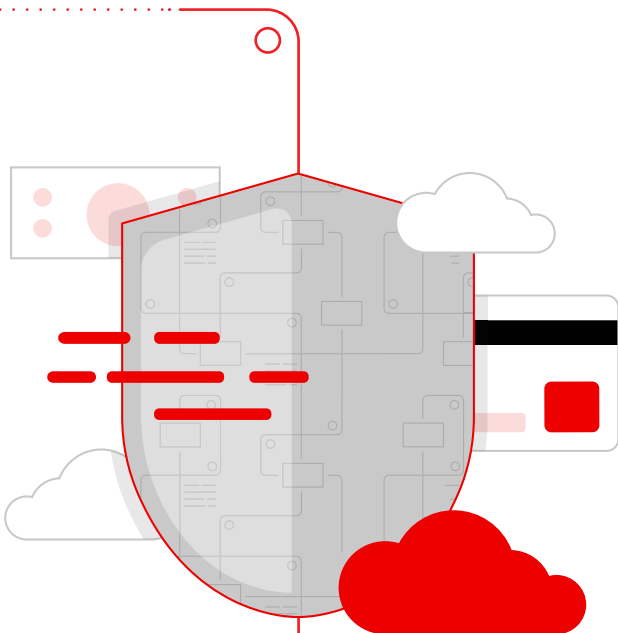
# Introduction

**The growing complexity of today's IT operating environments is straining even the most capable financial services organizations.**

Whether it is keeping up with growing demand for infrastructure or reducing operational risks, banks and insurers are being pushed to do more with less. To overcome these challenges, they need to adopt a platform that can support a holistic, scalable, and efficient approach to automation that works across their entire technology estate.



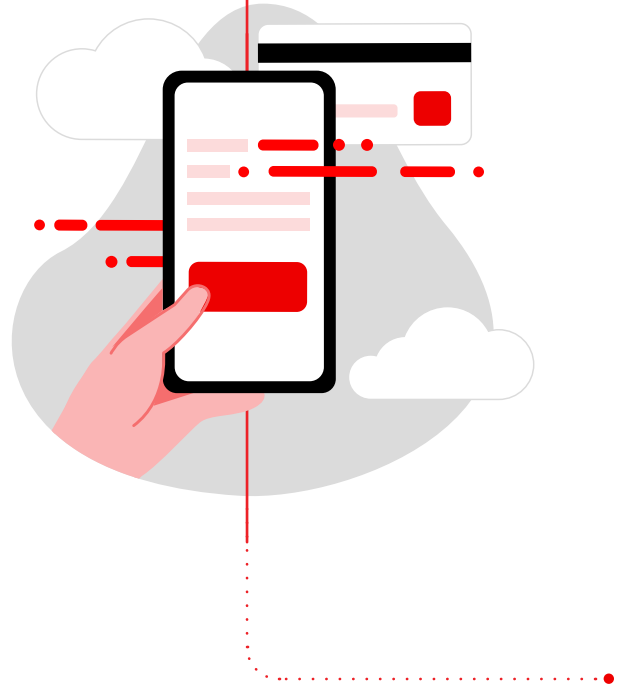
**Discover how 7 leading financial services organizations are achieving operational excellence with Red Hat® Ansible® Automation Platform.**



# TD Bank

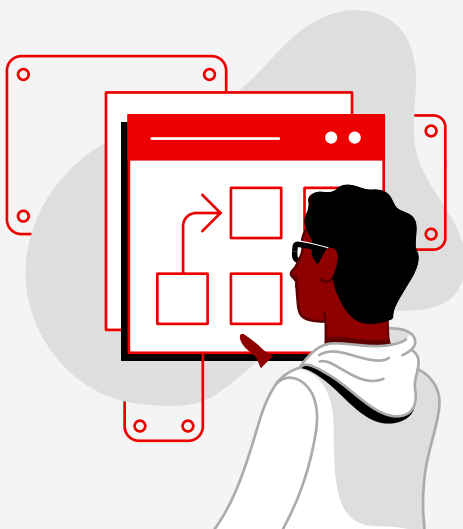
## Overview

To better serve its 27.5 million global customers with its full range of financial products and services, TD Bank undertook a network transformation. This was led with an automation-first approach at the center of its platform delivery capabilities—with a focus on key business outcomes such as scalability of software upgrades, configuration management and deployment, and standing up new products, among others.



## Solution

TD Bank started by creating a strategic architecture for building up its Ansible Automation Platform environment. This included writing purpose-built playbooks for certain key tasks, helping engineers onboard to a new platform, and shifting the Network Services team to an automation-first mindset. With that architecture established, TD Bank was able to integrate with third-party vendors to automate their network devices against new-state standards, while also migrating and deploying entire platforms using application programming interface (API) integration.



## Why Red Hat

"No matter how great a tool or the strategy behind it is, successful adoption of a major change isn't going to be sustainable without the right culture in place. We initially chose Ansible Automation Platform because of its accessibility, ease of use, and our belief in the open source ethos behind the project."<sup>1</sup>

**Drew Yates**

Global Head, Network Service Delivery, TD Bank



## Results



Standardized over 10,000 network devices against new state regulations.



Reduced repetitive tasks for engineering teams.



Improved software deployment, compliance, and configuration management.



Increased speed of delivery of projects with API integration.

"Ansible Automation Platform became an accelerator of cultural change and we won big. We built a culture that is ready—and eager—to take on whatever is coming next."<sup>1</sup>

**Drew Yates**

Global Head, Network Service Delivery, TD Bank



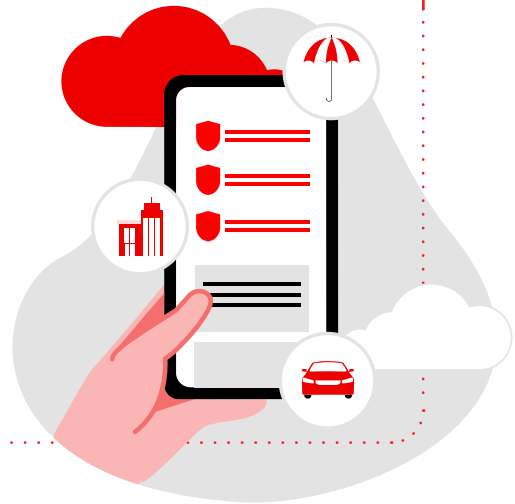
[Read the case study](#)

<sup>1</sup> Red Hat press release. "[Red Hat Extends Mission-Critical Automation for Customers Across the Hybrid Cloud](#)," 6 May 2024.

# Mutua Madrileña

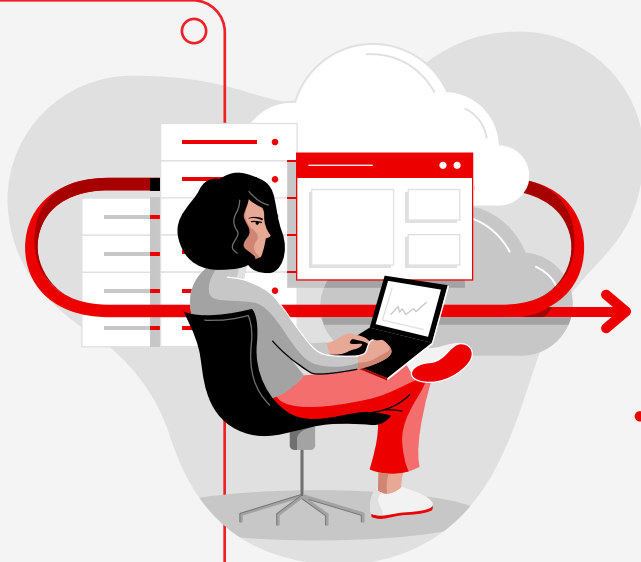
## Overview

Due to recent mergers and acquisitions, as well as its own digital transformation efforts, Mutua Madrileña was left with a complex IT environment. As it scaled from 26 platforms to over 60, Mutua Madrileña needed an automation solution to help its middleware team reduce management complexity of this diverse environment.



## Solution

Mutua Madrileña adopted Ansible Automation Platform to help adapt its processes and redefine platform life-cycle stages, including mandatory automation processes to provision platforms, monitor platforms, install fixes, and support application lifecycle management.

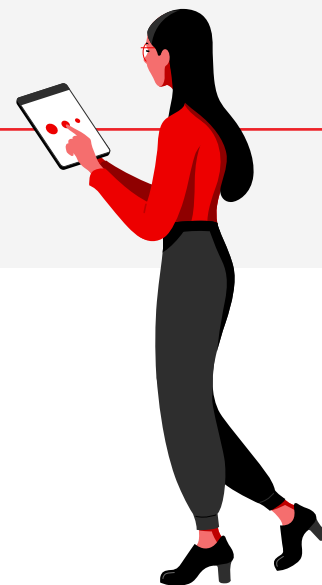


## Why Red Hat

"Having Red Hat by our side gives us the confidence and peace of mind that we are on the right path ... Red Hat learns about our environment. This gives the Red Hat team firsthand experience of their product in the real world to help develop new use cases and functionality and to identify areas for improvement."<sup>2</sup>

**Marta Ceciliano**

Head of Middleware, Automation, and Observability, Mutua Madrileña



## Results



Standardized automation procedures and repeatable provisioning framework.



Increased agility of development teams.



Reduced or eliminated platform downtime.



Reduced operational costs.

"Choosing Red Hat Ansible Automation Platform ... was one of the best decisions we've ever made, and we'd make the same choice again."<sup>2</sup>

**Marta Ceciliano**

Head of Middleware, Automation, and Observability, Mutua Madrileña



[Read the case study](#)

<sup>2</sup> Red Hat case study. "[Mutua Madrileña adopts automation as standard with Red Hat](#)," 15 Nov. 2023.

# Dai-ichi Life Vietnam

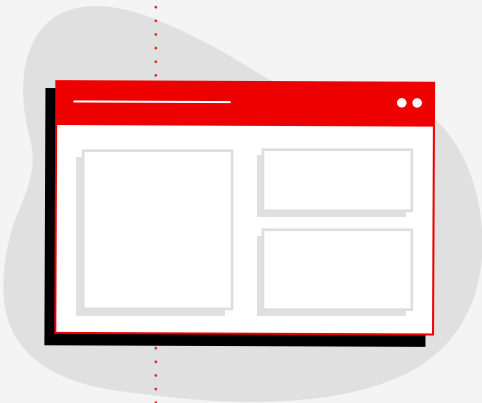
## Overview

To better support its customer experience and free up employees who were spending a majority of their time on basic daily IT tasks, Dai-ichi Life Vietnam sought to replace its routine, time-consuming manual processes with more efficient, back-end automation.



## Solution

Dai-ichi Life Vietnam turned to Ansible Automation Platform as its new automation tool to standardize a wide range of IT processes, including system and application monitoring and end-user permissions, which allows its IT teams to focus on creating and supporting more complex services that help enhance the customer experience.



## Why Red Hat

"Red Hat Ansible Automation Platform was easy to understand and implement. With just basic knowledge about the programming language, my team found it easy to write Ansible Playbooks. And whenever they encountered difficulties, Red Hat experts were ready to help solve the problem."<sup>3</sup>

Nhan Huynh

Chief of Technology Officer, Dai-ichi Life Vietnam

## Results

Reduced system  
monitoring time by

**80%**

Eliminated application  
coding errors by

**80%**

Shortened user permission  
approval times by

**40%**

"With the strong support we received, using Red Hat Ansible Automation Platform made it very easy for us to succeed with our automation efforts."<sup>3</sup>

Nhan Huynh

Chief of Technology Officer, Dai-ichi Life Vietnam



[Read the case study](#)

<sup>3</sup> Red Hat case study. "[Dai-ichi Life Vietnam reduces IT monitoring time and errors by 80%](#)," 2 May 2023.

# Central Bank of Brazil

## Overview

To support growing demand for its instant payment network, Pix, the Central Bank of Brazil (BCB) needed a highly available, scalable IT infrastructure that could support 24x7 operations without extensive management.



## Solution

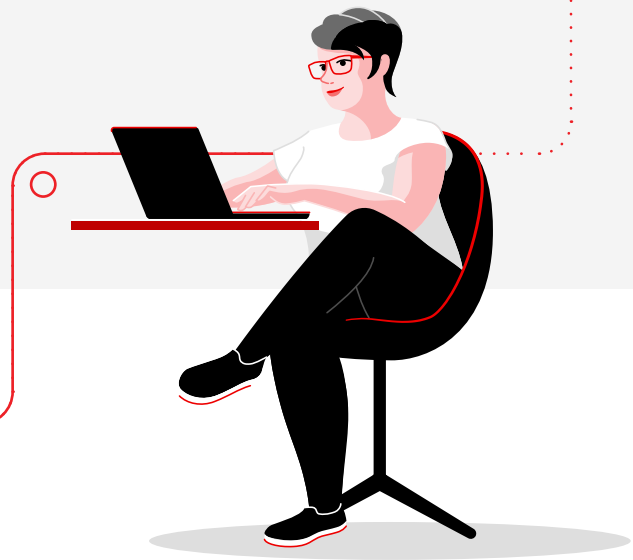
BCB developed new infrastructure and architecture based on Red Hat enterprise open source technology. It also deployed Ansible Automation Platform to implement automation capabilities throughout its network, and adopted Red Hat OpenShift® to host access and business logic applications.

## Why Red Hat

**"During the proofs of concept, Red Hat met all of our requirements while also offering the expert support and partnership that we needed to make sure we start off right with new technology."<sup>4</sup>**

### Vicente Fernandes

Chief of Division of Server Architecture, Storage, and Basic Software, Central Bank of Brazil



## Results



Cut transaction processing time from hours to seconds.



Built a foundation for anticipated improvements in operating costs and consumer processing fees.



Gained expert insight and guidance to enhance new IT capabilities.

**"Red Hat was an active, essential partner in this project. They allocated a large project team of experienced technicians that helped us become familiar with the technology and best practices."<sup>4</sup>**

### Vicente Fernandes

Chief of Division of Server Architecture, Storage, and Basic Software, Central Bank of Brazil



**[Read the case study](#)**

<sup>4</sup> Red Hat case study. "[Brazilian bank builds instant payment network with Red Hat](#)," 20 Jan. 2021.

# Mauritius Commercial Bank

## Overview

Mauritius Commercial Bank (MCB) needed to reimagine its IT infrastructure and embrace modern technology, such as containers and automation, to deliver new online banking features faster and expand to new markets.



## Solution

MCB adopted Red Hat OpenShift as its open source container solution, supported by Red Hat Enterprise Linux®, to establish a responsive yet stable foundation for its Temenos Transact platform and for scaling its mobile application to 500,000 users. The bank also adopted Ansible Automation Platform to automate routine provisioning and operational processes, freeing up skilled employees to instead focus on building and delivering better customer experiences.

## Why Red Hat

**"We needed guidance for how to meet strict security and compliance requirements. Ideally, we also wanted something open source. Red Hat offered not only the advanced container and Linux technology we were looking for, but also the expert consulting services to help us succeed in the face of technology issues or skills shortages."**<sup>5</sup>

**Patrice Herve**

Head of Technology, Mauritius Commercial Bank

## Results



Saved more than 2,000 IT team work days per year.



Increased mobile application feature delivery from yearly to monthly.



Simplified business expansion to new customers and markets.

**"Automation is an ongoing process. We're embracing the possibilities provided by Red Hat Ansible Automation Platform to continually analyze which processes take the most time to complete, and where those manual processes could potentially be partially or fully automated."**<sup>5</sup>

**Patrice Herve**

Head of Technology, Mauritius Commercial Bank



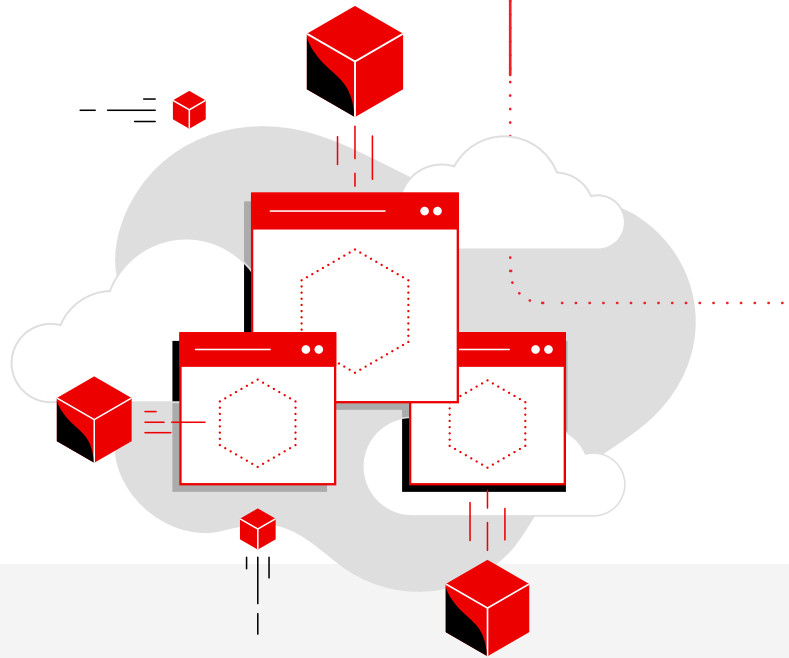
[Read the case study](#)

<sup>5</sup> Red Hat case study. "[Mauritius Commercial Bank saves 2,000 IT team work days per year.](#)" 29 Mar. 2023.

# Ascend Money

## Overview

Ascend Money, Southeast Asia's largest financial technology company, sought to address growing complexity stemming from acquisitions and operations across 6 countries. It needed a central application and deployment platform to help make application delivery and processes more efficient.



## Solution

Ascend Money migrated its existing applications to a new, standardized Red Hat OpenShift Container Platform based on Kubernetes container orchestration technology. It also used the platform to run new cloud-native services, including its customer-facing payment and transaction applications. This environment is supported by Ansible Automation Platform.

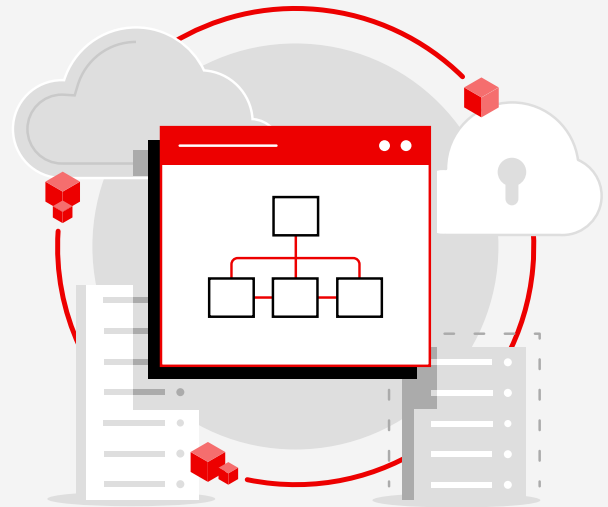


## Why Red Hat

**"We see open source as the future of all technological innovation, so we were happy to take the first steps with Red Hat."**<sup>6</sup>

**John Cattrall**

Head of Technology Operations, Ascend Money



## Results



Established a central platform for developer self service and collaboration.



Improved time to market and scalability with automation.



Enhanced security and compliance with enterprise support and agile management.

**"Before [Red Hat] OpenShift, we used to manually maintain and operate a lot of platforms; now, processes are shorter and easier, and can mostly be automated with OpenShift."**<sup>6</sup>

**Chanat Attopakorn**

Head of Platform Services, Ascend Money



**[Read the case study](#)**

<sup>6</sup> Red Hat case study. "[Ascend Money builds applications with Red Hat OpenShift and Ansible](#)," 5 Aug. 2019.

# TransUnion

## Overview

In an effort to address growing demands for automation and support faster feature development for its customers, global information and insights company TransUnion made it a priority to expand its use of Ansible Automation Platform. This included automating cloud migration and provisioning of its on-premise and cloud infrastructure.



## Solution

Using Ansible Automation Platform, TransUnion was able to consolidate its disparate tooling, rather than building bespoke pipelines for automation and using sparse and duplicated templates across its ecosystem. Thanks to the integration into their existing platforms, TransUnion's developers were able to automate with the skills they already had. TransUnion also worked with Red Hat consultants to facilitate a broader culture of automation by integrating communities of practice, consolidating tooling, and creating a repository of automation playbooks for teams to reuse.

## Why Red Hat

**“Achieving organizational alignment and interoperability is top priority for TransUnion. Red Hat has helped us establish a community based framework for a more collaborative culture, with easily shareable and reusable templates that make automation accessible for various IT teams and lower the barrier to automation.”<sup>7</sup>**

**Vishal Patel**

Director, GTP, TransUnion

## Results



Consolidated disparate tooling and lowered barrier to automation.



Reduced time spent on repetitive work and increased available time for core responsibilities.



Shortened its migration pipeline development from months to minutes.



Reduced the cost of feature development and sped up delivery to customers.

**“Implementing Red Hat Ansible Automation Platform to expand our cloud initiatives enables us to scale and standardize application deployments quickly and efficiently, with consolidated tooling and an underlying foundation for future projects. Now, we can focus on innovation in the cloud, without having to worry about how we’re going to get there.”<sup>7</sup>**

**Ryan Searles**

Vice President, Global Technology, TransUnion

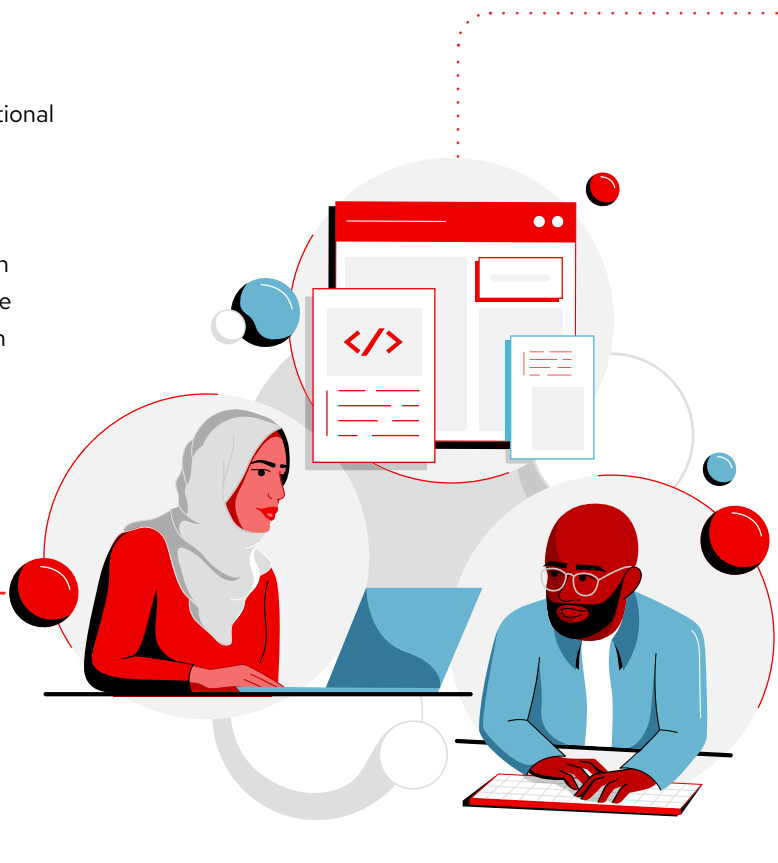


[\*\*Read more\*\*](#)

<sup>7</sup> Red Hat press release. [“TransUnion Accelerates Cloud-Native Innovation with Red Hat Ansible Automation Platform,”](#) 18 Oct. 2022.

# Learn more about the benefits of modern IT automation

Developing and applying a successful automation strategy requires consideration of how your organizational culture, processes, and technology can best work together to help you achieve your goals. Now that you've seen how these financial services companies have applied a holistic, hybrid, or multicloud approach with Ansible Automation Platform, you can learn more about how to develop an enterprise-wide automation strategy in [The automated enterprise e-book](#).



## About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.

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