ENABLING A US BANK TO UNDERGO ONE OF THE BIGGEST MERGERS IN US BANKING HISTORY WITH DATA CENTER MIGRATION

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As part of the Merger of Equals (MoE) data center migration, a US Bank was migrating from one data center to another. This was one of the biggest mergers in US Banking history. As part of this program, all Ab Initio processes needed to be converted to Informatica PowerCenter to load data with a view to create integrated and forward-looking architecture. To continue seamless operation of the bank, it was critical to have all the mortgage data including historical data available after the MOE works completed. Infosys partnered with the client on this transformational journey for their Legacy Mortgage applications and took up such complex and large-scale transformation activity.

Problem statement

The migration was required to reduce application footprint by decommission process, remove redundant data, create an integrated and modern system. There were more than 35 mortgage legacy applications and 3500+ CA7 jobs were in scope for migration under this Mortgage MOE program.

There were quite a few challenges listed below which we needed to address in-order to successfully execute this migration program.

- The legacy applications had a lot of data redundancy and overlap. Analysis of all applications and identifying data/job dependency was a very effort intensive, high-pressure effort with an aggressive business SLA.

- Extensive co-ordinations were required involving multiple stakeholders for service now requests, ESP set up, mapping documents, Data load validation to mention a few for related upstream and downstream systems to sync up with program timelines.

- It was very business critical to have all the mortgage data including historical data available after the MOE works completed for the bank for its smooth operation.

Solution Approach

1. **Transformation through two phase approach** - Infosys worked hand in hand with customer to handle this large-scale transformation for its Mortgage applications.

   Team had taken up a rationalization exercise to reduce the number of legacy applications. Through complete decommission analysis and migration efforts, the number of legacy applications were brought down over last one year since Infosys has taken over this migration efforts. Extensive analysis was being done by the team to identify complexity of each application, identify all upstream and downstream systems for each application, identify stakeholders and setting expectation on data availability. Based on MOE release date and complexities of various applications, this transformation was planned as a two phased process:

   - Phase 1 - Transformation through Informatica ETL for small/medium complexity application and 'Lift & Shift' high complexity mortgage applications

   - Phase 2 - Transformation through Informatica ETL for high complexity applications from phase 1

   This was done to ensure, we are aligning to MOE release dates and achieving main business objective of this program i.e. migration of all Abinitio processes to Informatica PowerCenter.

2. **Automations, Design changes, Optimization to improve job execution time and data quality** - reduce manual interventions and fast-track data load process.

3. **Soft Launch Approach for Production Roll-out**- To minimize risks due to production rollout of these applications, team used soft launch approach where code was migrated before prod cut-over dates and new Informatica ETL processes were run in parallel to existing ab initio processes. Any issue with code or process was identified and fixed before the process was cut over from Ab initio to Informatica.

4. **Project Execution Methodology** - executed using **Agile Kanban** methodology to cover risks associated with such large-scale transformation program and to ensure that there is no impact to Business stakeholders.

Business outcomes achieved

1. As part of this MOE program, more than 35 mortgage legacy applications and 3500+ jobs were migrated to new Data Center. Converting to Informatica processes aided in saving Ab Initio licensing cost for client.

2. Reduction in Application footprint - As part of this migration program, by leveraging the data overlap and removing redundant data processing among applications help to decommission legacy mortgage applications and thereby reduced mortgage application footprint for bank.

3. Automation - Team had done lot of automation of processes such as validate files against old and new data centers, manual update of files and many other transformation processes and implemented Code re-usability. Optimization techniques adopted through Informatica ETL re-write has helped to reduce redundant data and improve execution time for jobs. Audit report was created to monitor job load status - The report notifies support team in case of job failure, partial data load, etc. Data Quality checks incorporated to ensure correctness of data during table load

Road ahead

1. Post migration, Infosys have partnership with the client for this portfolio BAU operation.

2. Customer satisfaction - We have as Engagement Level Feedback score of 6 from the customer on a consistent basis.
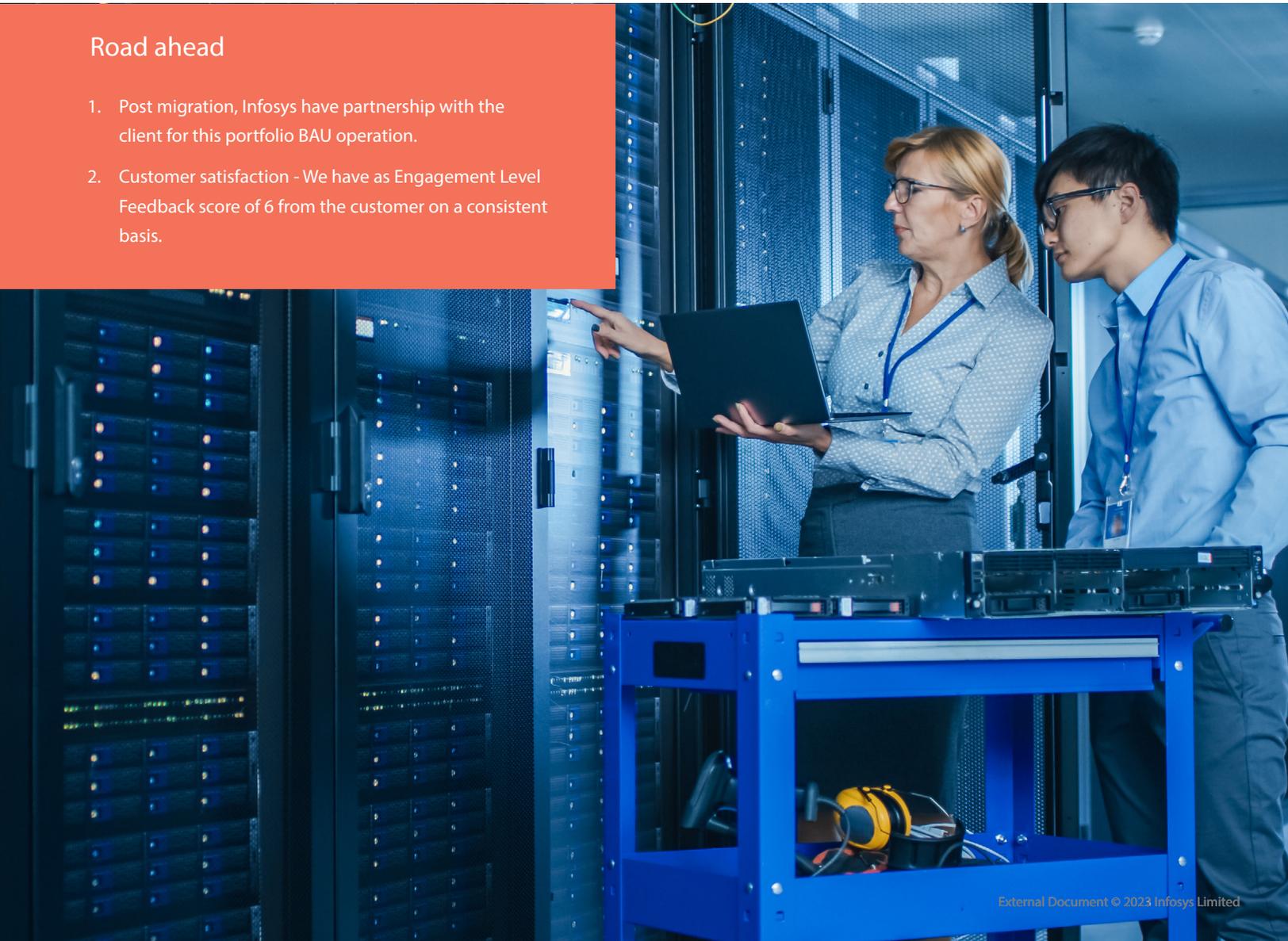
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