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Software tools for efficient
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Case Study: Banking - Application Access Compliance

Teamstudio[®] CIAO![®] Server

Large European Bank Managing Assets Exceeding Eur 7 Billion

Client Overview

One of Europe's largest banks, this client has 4,200 employees with more than 310 branches in 8 countries managing assets greater than EUR 7 billion.

The Challenge

Like all banks doing business in Germany, this client must comply with the legal standards laid down by BaFin. The bank belongs to regional associations, which audit them regularly to check for compliance with BaFin standards. They are also audited internally, and may be audited by BaFin directly, with very little notice. If a bank does not comply with the legal standards, a range of punitive actions can be taken. In the worst case, a bank can be dissolved.

Critical applications in Lotus Notes have been difficult to audit due to the lack of change management and audit history. Past audits of Lotus Notes applications have been manual, and lacking in accountability. They felt they needed the ability to automatically produce an audit history for the auditors "at the push of a button".

The Teamstudio Solution

First, Teamstudio met with the individual banks, the associations and the service providers to better understand their reporting requirements. From that, a plan was developed that would enable the client to collect all of the information required for the audit. With that understanding, CIAO! Server and CIAO! Client was implemented in their environment. Additionally, Teamstudio provided training on how to use the tool for auditing purposes.

After a detailed discussion with Teamstudio, the client learned how Teamstudio's CIAO! Server could provide the source code control they needed in order to prevent unauthorized access to application design and to make their development and production environments secure.

The Result

All of the uncertainty in auditing has been removed. The developers can now deliver the results required for the audit at the press of a button. The results are 100% reliable, and in a format the auditors are familiar with. Surprise visits from auditors are no longer a problem. With the uncertainty around compliance no longer an issue, developers can get on with their work, without worrying about having to document their changes by hand.

Through the use of CIAO! within their Lotus Notes development environment, developers have also benefited from the "compare versions" and when needed, the rollback features provided. The ability to ensure they are using the correct version of elements and templates has provided clarity and added efficiencies to their work.