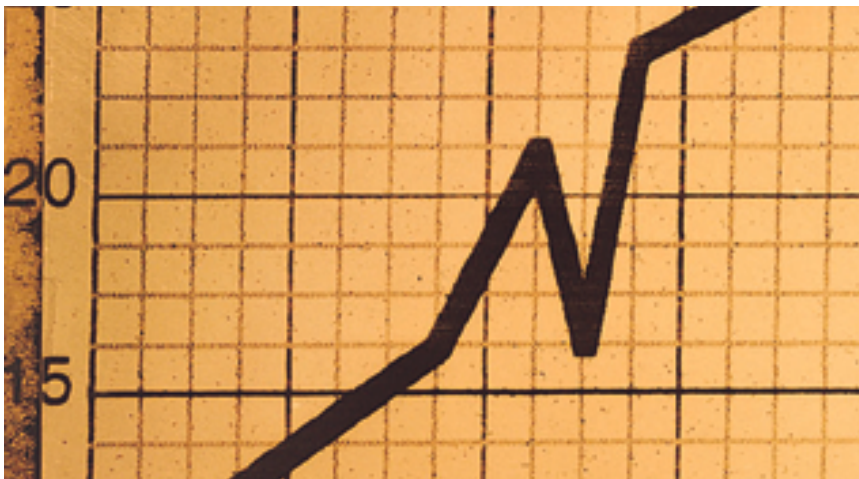


## MQSeries Financial Services Edition



### Integrating the enterprise:

#### Mission-critical

As the “new economy” emerges, insurance, banking and financial services providers face multiple, complex business and IT demands. Globalization, mergers and acquisitions, unexpected competitors, the Web and a plethora of new access channels are all dictating the need for tightly connected, highly integrated infrastructures that bring together every facet of an enterprise.

If these requirements were presented as an executive’s “IT wish list,” they might read something like this:

“I wish I could...”

- *Introduce a call center quickly*
- *Open a Web portal next month*
- *Get new term policies on the Web in 90 days*
- *Add new customers and activate their banking services quickly and efficiently*
- *Unlock our investments in legacy applications and apply them to our e-business initiatives*
- *Enable our customers to access their portfolios through whatever channel they prefer*

- *Add new “killer applications”– without worrying about how they will integrate with our legacy systems*
- *Provide our call centers with the ability to cross-sell between lines of business*
- *Integrate the systems of newly acquired businesses with our current systems*
- *Enable changes to our business processes without a lot of application redevelopment*
- *Provide our new projects with a common way of “talking” to each other*
- *Do it all faster and with less risk*

According to a recently published report from Forrester,<sup>1</sup> the Boston-based analyst group, the move to e-business has made application integration mission-critical. It’s no wonder that a growing number of companies are seeking IT strategies that closely link with their new business imperatives—and result in an infrastructure that can keep pace with evolving business strategies and emerging technologies. This involves connecting multiple front- and back-end systems across the enterprise.

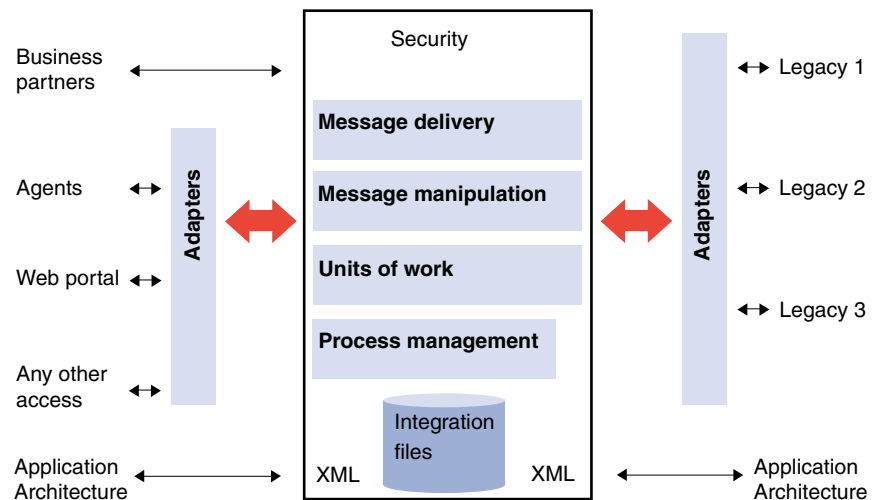
## A battle for survival

Today, a company's very survival could depend on how well and how fast it can integrate and reengineer its IT infrastructure to accommodate a highly personalized, customer-focused marketplace. The answer lies in implementing a solution that can step up to:

- *The growing requirements of e-business*
- *Dramatic changes in customer priorities as 24x7x365 service becomes the norm*
- *Massive legislative reform*
- *Increased pressures to lower costs*
- *The prevalence of mergers and acquisitions*
- *Mounting competition from new entrants and "NetGens" who employ nimble, state-of-the-art e-business and CRM systems*
- *The need to replace point-to-point approaches with systems that are reusable, open, scalable, robust and available on a wide range of platforms*

It comes as no surprise that more and more companies are looking to abandon costly, time-consuming "roll-your-own" (RYO) approaches that too often cannot meet today's demands for reliability, scalability and speedy deployment. What's more, these approaches continue to perpetuate a legacy of new maintenance requirements.

## MQSFSE architecture



## MQSFSE: Integrating your enterprise quickly, easily and cost-effectively

IBM MQSeries® Financial Services Edition (MQSFSE) is a scalable, "hub-and-spoke" architected solution based upon the widely adopted, industry-leading MQSeries platform. Using MQSFSE, you can:

- *Quickly and cost-effectively integrate multiple front- and back-end systems*
- *Incorporate industry-specific business processes*

MQSFSE is a preassembled, message-based business solution that provides an extensive starter-set of business scenarios for customer relationship management and e-business. This in turn can dramatically speed up enterprise integration efforts and accelerate the time-to-business benefit.

## MQSFSE key features

MQSeries Financial Services Edition combines IBM industry expertise with the world's leading messaging platform—a powerful fusion that encompasses:

**A model office approach:** MQSFSE includes ten scenarios for retail banking, each based on International Financial eXchange (IFX) messages. Key insurance business scenarios, with associated party, product and agreement information, can be installed as a model or test environment, which can then be used for rapid integration development. Each of the scenarios comes as a business template that includes a detailed description of the business problem being addressed, a business process integration flow, and a detailed business integration component in the form of an XML message. The documentation describes how to adapt or clone these templates for fast implementation.

**Integration Data Model Enhanced XML message development:**

The IBM Interface Design Model, together with toolkits and instructions, enables the generation of new or modified XML messages. Based on the widely used IBM application architecture standards for the insurance, banking and financial services industries, this toolkit applies IBM business component models to define common industry business objects (e.g., Party, Product and Agreement). These objects connect applications to each other by providing a common, enterprisewide integration definition. In addition, MQSFSE can handle industry-standard messages (such as IFX); banking examples that show how these types of messages can be implemented are included.

**Single customer view:** As systems are connected across the new enterprise, the account numbers (or other keys) in each application must be linked. The account number (or other key) view for a single customer in all the connected systems is maintained by MQSFSE. This permits users across the enterprise to quickly view and cross-reference a customer's information in any system connected to MQSFSE, and enables messages to start in one system and go to another without the source system needing to know about the target system keys.

**Messaging:** With MQSFSE, applications can signal their availability or define alternate applications. The message store-and-forward feature enables messages to be reprocessed whenever applications become newly available. "Named" versions of messages can be stored and

reused within business-event message processing. Hub-based logon and logoff messages can be used in simple session/state handling to validate affinities.

**Status tracking and recording:** MQSFSE records and tracks the status of messages as they are processed through the hub.

**Application location services:** Location services are provided, making it easy to move applications around the organization—without recoding.

**Efficient data transfer:** MQSFSE's dynamically defined container structures enable data to flow easily between MQSeries Integrator and MQSeries Workflow.

**Tracking and reporting capabilities:** Event and error logs can be customized to keep track of important customer events, such as a new quotation or name change.

**Fast-forward your e-business and CRM efforts**

MQSFSE allows best-of-breed applications to come together to provide a new business approach—leveraging the industrial strength of the MQSeries family of products and the encapsulation of IBM industry expertise and systems integration skills. With MQSeries Financial Services Edition, you can:

**Accelerate deployment of key initiatives,** such as customer relationship management, online service, e-commerce, and new back-office administration applications and systems.

*With a global force of more than 140,000 professionals—including a dedicated team of industry and IT integration experts—IBM Global Services is trained and engaged in helping financial services companies ensure the rapid and seamless roll-out of MQSFSE. In addition to several man-years of experience in large-scale application integration projects, the IGS portfolio comprises a number of powerful offerings, such as:*

- *The Common Adapter Framework—a service to generate adapters to legacy systems quickly and cost-effectively*
- *The Common Adapter Test Facility—a service that allows customers to test specific adapters in a generalized test environment*
- *An Operational Handbook that describes a method for managing the operational aspects of running an intra-enterprise integration hub*

**Initiate innovation** by introducing leading-edge dot-com technologies into a common enterprise architecture.

**Enable key business areas** by allowing the organization to focus on functionality rather than infrastructure.

**Leverage investments** and enhance integration efforts by effectively utilizing legacy systems.

**Reduce operating expenses, improve service, drive new revenue streams and significantly reduce integration maintenance**—all in a reliable, reusable and electronically enabled infrastructure.

**Unite data and intelligence** with a single client view.

**Simplify the enterprise** with a common integration infrastructure that can be used for e-business and CRM applications.

**Become e-business enabled** by bringing together new and existing systems to respond to the demands of today's increasingly network-based marketplace.

**Launch new products without delay**—and with less risk.

## MQSFSE versus “RYO” with MQSeries

The preassembled nature of MQSFSE provides a practical approach to accelerating the rollout of a proven hub-and-spoke messaging infrastructure. MQSFSE employs industry best practices to assure fast, effective installation of a robust, customizable and scalable enterprise integration solution. Furthermore, MQSFSE has proven to be effective in reducing the time and skill levels traditionally associated with the integration and implementation of new e-business enabled systems. The result? An adaptable and reusable integration platform based on rock-solid software—your “fast-start” to delivering new-world business benefits.

### Minimum systems configuration and prerequisites

IBM MQSeries Financial Services Edition executes in Windows NT® and AIX®. The build-time environment is Windows NT. The following products are also required:

- *MQSeries*
- *MQSeries Integrator*
- *MQSeries Workflow*
- *DB2® Universal Database*
- *Rational Rose 2000 PE™*

### Find out more

For more information on IBM MQSeries Financial Services Edition or the IBM MQSeries family of products, contact your IBM sales representative, or visit:

**ibm.com**/solutions/financialservices/  
mqsfse



© Copyright IBM Corporation 2001

IBM Software Group  
1133 Westchester Avenue  
White Plains, NY 10604  
U.S.A.

Produced in the United States of America  
5-01  
All Rights Reserved

IBM, the IBM logo, AIX, DB2 Universal Database, MQSeries, WebSphere and the e-business logo are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both.

Windows NT is a registered trademark of Microsoft Corporation in the United States, other countries, or both.

Other company, product, and service names may be trademarks or service marks of others.

References in this publication to IBM products and services do not imply that IBM intends to make them available in all countries in which IBM operates.

IBM Global Financing offerings are provided through IBM Credit Corporation in the United States and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers.

<sup>1</sup> “Demystifying B2B Integration,” by Simon Yates with Charles Rutstein and Christopher Voce, September 2000.



G580-3667-01