Financial Services Development Center banks on M.I.S. Print for legacy file conversions

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For Citigroup, embracing change has become a way of corporate life. Created in 1998 through a merger between banking giant Citicorp and insurance colossus Travelers Group, Citigroup now has 190 million customer accounts in more than 100 countries.

Citigroup provides consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, insurance, securities brokerage, and asset management.

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Kevin DeLaurelle
Citigroup Customer
Service Coordinator

Major brand names under Citigroup's trademark red umbrella include Citibank, CitiFinancial, Primerica, Smith Barney and Banamex.

Always attuned to seeking out the best business practices, The Associates' financial services development center in South Bend, Indiana, began looking for additional ways to improve productivity. Including their datacenter transactional printing.

"We're always looking for ways to do our jobs better," says Kevin DeLaruelle, customer service coordinator for Citigroup. "We were looking at better productivity and cost savings for our equipment."

What they learned made good business sense. "The connectivity was pretty expensive to run all the time," notes DeLaruelle.

Converting legacy files made easy

But DeLaruelle and his colleagues were not willing to change for change's sake. One concern was how to convert legacy files from Citigroup's IBM 0S390 mainframe so they could print on a modern PostScript-enabled printer. They looked at Rochester Software Associates' M.I.S. Print to convert client data into efficient PostScript files, designed specifically for networked high-speed production environments. M.I.S. Print converts host applications including DJDE and Metacode without requiring program or job process changes. M.I.S. Print also uses existing printer resources such as JSL, FSL, LGO, IMG and FNT in order to support Citigroup's prior investments in forms, job set-ups, fonts, logos and other important document components.

"At first, some of us were a little skeptical," admits DeLaruelle. "I mean, how smooth of a process could this be?" Development center staffers had reason to be cautious. The group supports two of Citigroup's five development centers, handling everything from credit card statements to P&L statements to leasing documents. "What's supported here entails a really wide scope of documents," says DeLaruelle. "We needed the transition to go smoothly."

It did. "The transition went very well," he says. "We went live in two days. And RSA was super to work with. There are always little things that happen. And when they did, RSA was right there taking care of them."

DeLaruelle admits there were still a few skeptics.

"With the old printer, it was channel extended so we knew where we were getting our data. But hooking up to a LAN connection and getting the data in the same way? Some folks weren't sure.

So the development center group performed every test they could think of: legacy legal forms, logos, images all converted into PostScript by M.I.S. Print. "And it worked wonderfully," says DeLaruelle.

"The old printer didn't have the memory for images and logos so we had to limit what was loaded on the machine. But with the RSA solution, we just download it onto the Sun server and queue it up."

Seamless customer service

DeLaruelle points out that M.I.S. Print's contribution has proved substantial.

"There's no other way we could have approached our legacy files without making it a huge production," he notes. "Here, it's seamless. Thanks to RSA's M.I.S. Print, we now have the capability to print both mainframe and network jobs."

Even upgrades are easy. "I just get RSA on the phone, and it's taken care of.

"And the skeptics? "This equipment is more efficient," says DeLaruelle. "It was straightforward to install and the file conversions from legacy to PostScript have been very smooth."

"We had blinders on regarding our old technology," he continues. "We're really enthusiastic about this equipment. It handles everything we throw at it as well as all of our legacy documents. What could be better?"

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