



M&T Bank

A partnership built on legendary customer service



M&T Bank

For over 150 years, M&T Bank, a community banking franchise, has been delivering big bank capabilities with the care and empathy of a locally-focused institution. Headquartered in Buffalo, NY, M&T has grown to include over \$155 billion in assets, more than 1,000 branches from New York to Virginia and the District of Columbia, and over 22,000 employees. M&T offers customers advice, guidance, expertise, and solutions across the entire financial spectrum while combining its traditional banking services with the wealth management and institutional capabilities provided by Wilmington Trust.

Challenge

Recently, M&T Bank embarked on a journey of renewal with an increased focus on its customers. Evolving market demands and competition made speed to market essential to the company's success. To ensure sustainability and improved customer satisfaction, M&T invested in a state-of-the-art Tech Hub and began to insource technology talent to help embrace and implement innovative agile operation models.

The challenge? To develop innovative capabilities that meet its customers' needs and deliver great experiences, M&T needed to make its mainframe data stores and processes accessible to other computing platforms in near real-time. Considering the security, interoperability, and usability unique to mainframe environments, M&T knew it needed a highly skilled partner who shared its values and could work in lockstep during the planning and execution phases.

Solution

The company collaborated with Rocket® Software on a Digital Integration Hub (DIH), an architecture that synchronizes deployment for efficient access to mainframe data, limits business disruptions, and simplifies the development process. The solution continually consumes data to produce consistent, up-to-date information and generate more accurate results. The data can be accessed anywhere and anytime for reuse in other transactions or analytics systems in near real-time. It is also accessible with a self-service model, which reduces business disruption and improves outcomes. With information centralized, employee workflows—from DevOps to customer service—are streamlined.

The challenge?

To improve customer satisfaction, M&T Bank needed to provide near real-time accessibility of mainframe data stores and processes to other computing platforms.

Our modernization strategy was always centered around leveraging our mainframe data stores and decades of development. Rocket's collaboration has been a major asset in finding tactical solutions and ensuring success through each stage of execution."

GARY FUSCO

Group Vice President
Infrastructure Engineering and Operations



Rocket Software's input helped inform M&T's decisions and track progress so that developers could effectively test new solutions and determine how they add value. Rocket Software prioritized the human element of modernization, building relationships with M&T teams and partners to prepare them to execute solutions and promoting collaboration in each successive phase. Rocket teams consistently provide the highest levels of customer support to M&T—including customization of the software itself—because never letting a customer fail is a core Rocket value. Derek Powe, M&T vice president and platform manager echoes this sentiment. He says, "Rocket Software is aware of how important this is to us, and they are making accommodations to make sure we are satisfied with the product, and that's a mark of good service."

Throughout Rocket Software's 12+ year relationship with M&T, the organizations have worked together on many projects to drive technology roadmaps that meet the bank's end goals. George Garcia, Rocket Software's senior account executive, who has been supporting this relationship, says, "Throughout the years, we have worked with M&T to support and inform its plans, update our products in support of its goals, and simply share knowledge. This partnership is all about collaborating in a way that uniquely meets M&T's goals."

Rocket Software's commitment to M&T is broad and extends well beyond the direct business relationship. Because of Rocket Software's mainframe expertise and close relationship with M&T, it often works directly with the bank's other suppliers to ensure its deliverables perform. Powe says, "Rocket stands out because of the difference in communication. The fact that there is an intermediary, there's an expectation that communication would falter, but that wasn't the case."

The solution

M&T and Rocket® Software built a Digital Integration Hub (DIH) that synchronizes deployments, provides efficient access to mainframe data, limits business disruptions, and simplifies the development process.

Results

M&T's modernization is happening at record speed, thanks in part to Rocket Software. Access to real-time information enables service and decision-making based on the most accurate data, helping to mitigate risk and promoting the cultural shift essential to successful modernization. Ultimately, this creates better customer outcomes.

Fusco says, "Our modernization strategy was always centered around leveraging our mainframe data stores and decades of development. Rocket's collaboration has been a major asset in finding tactical solutions and ensuring success through each stage of execution." Fusco also participates in executive-level round tables with Rocket because Rocket believes in embodying the value of collaboration at the highest levels.

Rocket is available to ensure M&T meets its timelines for solution deployments despite the threat of challenges that arise when introducing a considerable amount of change to an environment. For example, when a high-importance case was opened, and an issue arose with the DIH project, Rocket's customer service team quickly responded with solutions and worked to remedy the issue.

Powe says, "After I opened the case, I got a call right away from Rocket Support. We discussed it, and they let us know the quickest resolution. They also accelerated the fixes because they knew how critical this was to us. Now, we'll still be able to hit our timeline."

As M&T continues to expand and transform, it needs systems that can scale accordingly. With Rocket as a partner, there is already an established relationship to help inform this vision and strategy. M&T can rely on this partnership when sourcing solutions and setting the roadmap for future initiatives, such as its plans to improve reporting capabilities.

Modernization is not just about having the right tools. The biggest challenges often arise in shifting the organizational mentality surrounding transformation, which is why Rocket prioritizes sharing ideas through collaboration and communication to facilitate innovation. Rocket accommodates the evolving needs of customers with big plans to deliver the flexibility they need in the future and will continue to support M&T in its mission to "never be too big to care."

Time Savings

Thanks to Rocket's mainframe expertise, M&T developed a DIH to ease mainframe data access, limit business disruptions, and simplify development processes.

Reduced Workloads

The flexibility to access data from anywhere at any time has allowed M&T to centralize its data and create self-service portals to streamline operations and reduce employee workloads.

Transparency

Rocket's prioritization of the human element, fast reliability, and guidance continues to help M&T implement new solutions to improve customer experience.

The future won't wait—modernize today.

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