

## Wachovia's online banking service supports 4 million users with its SOA solution using IBM IMS, WebSphere and System z technology.

Overview
<b>Wachovia Corporation</b> Charlotte, North Carolina <a href="http://www.wachovia.com">www.wachovia.com</a>
<b>Industry</b> <ul style="list-style-type: none"> <li>Banking</li> <li>Financial Services</li> </ul>
<b>Employee</b> <ul style="list-style-type: none"> <li>88,000</li> </ul>
<b>Products</b> <ul style="list-style-type: none"> <li>IBM IMS™ with integrated IMS Connect Function</li> <li>IBM WebSphere® Business Integration Server Foundation V5.1</li> <li>IBM System z™ 990</li> </ul>
<b>Services</b> <ul style="list-style-type: none"> <li>IBM Business Consulting Services</li> <li>IBM Software Services for WebSphere</li> </ul>



**WACHOVIA**

*“With the IMS Connect solution, users can access all of the client’s core business applications—such as its retail banking, customer information, relationship and deposit systems—on the IMS system. Currently, the SOA environment supporting the online banking channel supports more than four million users.”*

—Keith Harris, Manager of Architecture, Wachovia

**Headquartered in Charlotte, North Carolina, Wachovia Corporation is the largest financial holding company in the eastern United States and the fourth largest in the country. The company maintains approximately 322 billion USD in total assets and 46 billion USD in market capitalization.**

### Challenge

Wachovia needed to implement a service oriented architecture (SOA) to support multiple delivery channels and reduce IT maintenance and support costs. Additionally, the bank wanted to provide consistent information across delivery channels, such as its online banking, call center and interactive voice response channels.

### Solution

Wachovia worked with IBM Business Consulting Services and IBM Software Services for WebSphere to implement a SOA environment. With the new SOA environment supported by IBM WebSphere and IMS software and IBM System z platform, Wachovia acquired the single set of business and foundational services needed to support existing and future delivery channels. The solution also helps staff eliminate duplicate business logic. The IMS Connect solution enables the WebSphere platform to connect with Wachovia’s core IMS systems. With IMS Connect software, users can access all of Wachovia’s core business applications—including retail banking, customer information, relationship and direct deposit systems—on the IMS system. Wachovia expects to realize considerable cost savings as the other delivery channels use the common services provided by the SOA solution. With the high-performance and secure System z platform, Wachovia can support the transaction and response time requirements for its large user base.

### Benefits

- Provides a single set of business and foundation services to support existing and future delivery channels
- Helps eliminate duplicate business logic to reduce IT maintenance and support costs
- Reduces costs by leveraging common services
- Offers a high performance server environment to support more than 4 million customers



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