

CSC

# ACCELERATED UPGRADE PROGRAM

## AT A GLANCE

- Cut Costs and Risks of Core System Upgrades
- Reduce the Impact of Regulatory Updates
- Streamline Maintenance of Hogan and CAMS II
- Create a Foundation for Progressive Modernization Program

### MODERNIZE HOGAN AND CAMS II SYSTEMS WITH LESS RISK AND LOWER COST

One of the most common challenges facing organizations using CSC's Hogan® and CAMS II™ systems is outdated versions of the software. Despite the fact that CSC's software maintenance program covers the current release and the previous version, some clients have fallen behind by several releases and are unable to take advantage of new features and the latest technology enhancements. Keeping current helps you:

- **Assure regulatory compliance:** Regulators and auditors are demanding that core applications be fully supported to stay in compliance with internal regulations and CSC-provided regulatory fulfillment. Updates can help assure compliance while managing costs.
- **Improve maintenance ROI:** Save time and effort by synchronizing core applications with current releases.
- **Lower cost of ownership:** Leverage enhancements and performance improvements released by CSC's development team instead of having to create custom code.
- **Reduce impact of regulatory updates:** CSC-provided code has been tested and confirmed to minimize impact on latest releases only.

CSC's Accelerated Upgrade Program is a sophisticated suite of programs and scripts that automates most of the upgrade process for Hogan Systems and CAMS II Card & Merchant System clients. The program delivers the benefits of the latest CSC software rollouts for enhancements, regulatory compliance and other upgrades. It compares up to three different versions of an application's code base (typically initial delivery, client modified and new release), then identifies and automatically merges client modifications into the new release. Where conflicts exist, these are flagged for review and manual rework. In most cases, manual review and rework are required on less than 5 percent of the total code base.

The Accelerated Upgrade Program can also prepare the systems for CSC's Progressive Modernization process for integration with CSC's new Celeriti™ banking, cards, payments and lending platform. Progressive Modernization provides banks with advantages over a rip-and-replace approach to modernizing critical core banking systems. The Accelerated Upgrade process is a key enabler of Progressive Modernization, which delivers a series of Celeriti components that can be applied incrementally to an existing customized version of Hogan or CAMS II to provide enhancements where and when the client wishes.



## **ELIMINATE OBSTACLES TO UPGRADES**

The Accelerated Upgrade Program reduces or eliminates many of the IT obstacles banks face when contemplating an upgrade to a new release of application software, especially to critical core systems like Hogan and CAMS II. It does not seek to eliminate or re-engineer a client's custom features. Instead, it integrates these into the latest release. Benefits include:

- An Analysis Stage that provides an early view of the time and cost associated with a client upgrade, with minimal upfront investment
- Greater focus on the driving factors behind upgrade issues such as overruns on time and cost
- A factory-style approach to the retrofit process that minimizes client resource allocation and resource investment
- A process that limits the need to freeze code during the Retrofit Stage.

CSC's upgrade specialists apply a standardized, factory-style approach to the process to help increase efficiencies while reducing the labor-intensive tasks of a traditional upgrade. These highly experienced experts ensure that the impact on your operation is minimal.

## **LEVERAGE YOUR INVESTMENT IN CUSTOMIZATION**

Personalization of software systems often provides competitive advantages in the banking industry. Almost all Hogan clients have invested heavily in customizations. The Accelerated Upgrade Program helps to ensure retention of customized code developed through years of financial investment, and also eliminates the need for optimization and large-scale re-engineering of customizations in the upgrade process.

Using this program on paid client engagements, we have found that a high percentage of each client's custom changes can be automatically applied to the new release.

With Accelerated Upgrade Program 2.0, the process has been broadened in scope and expanded in application to include architecture analysis, software evaluation and diagnostics (e.g., identifying custom code in Hogan base systems).

This program brings a client's Hogan stack to the current release rapidly and at a lower cost. The program includes:

- Integrated Deposit System (IDS)
- Integrated Loan Processing (ILP)
- Customer Information System (CIS) and Relationship Profitability Manager (RPM)
- Hogan Umbrella (UMB)
- Other Hogan Apps — Online Delivery System (ODS), Platform Automation System (PAS), Financial Support System (FSS)
- CAMS II Card & Merchant System.

## **BENEFIT FROM A MULTI-PHASE, MULTI-STAGE PROCESS**

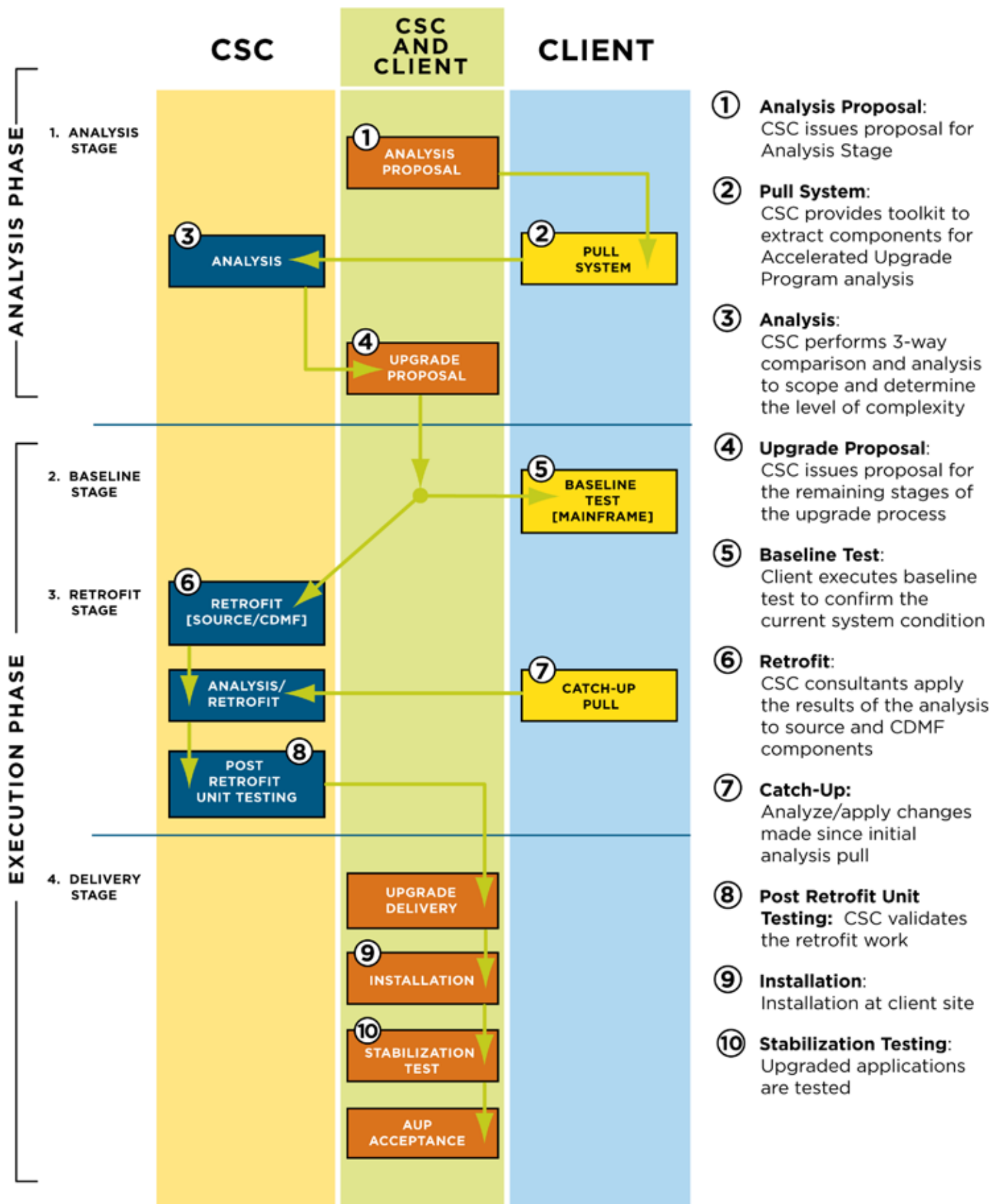
The Accelerated Upgrade Program provides a more attractive option than the traditional upgrade approach by using advanced tools as well as automation in the two phases, Analysis and Execution. At the conclusion of the Analysis Phase, the client has a comprehensive picture of its upgrade effort, including the amount of manual retrofit necessary, and a solid estimate of the amount of time and financial investment required.

The Execution Phase encompasses the upgrade process itself. One of the more valuable aspects of the program is this two-phased approach, providing lower project risk and an improved business justification for pursuing an upgrade.

In a traditional upgrade, the code freeze necessary during retrofit can be lengthy and put a bank's business initiatives on hold for longer than desired. An additional catch-up pull late in the Execution Phase addresses this issue by allowing custom development of client applications to continue until late in the upgrade.

The process has four stages as well: Analysis, Baseline, Retrofit and Delivery. Each stage has action items identified for CSC and for the client (see Figure 1). In the Delivery Stage, the final upgrade includes identified custom changes.

Figure 1: Accelerated Upgrade Process



### **Accelerated Upgrade Program Benefits**

- Stay current on the latest Hogan release, making it easier to accept new maintenance and exploit new development
- Reduce time and expense to upgrade applications
- Leverage CSC's experts in the upgrade
- Focus processes and tools on the correct areas to upgrade
- Retain customizations
- Upgrade with no code freeze required — catch-up pull addresses this issue
- Incur minimal client mainframe expenses
- Provide a delta of all customizations generated and published against the current release
- Decrease cost of future upgrades
- Include client custom programs in review for remediation with respect to data structure changes
- Minimize client impact in the Analysis and Execution Phases
- Get CSC's post-upgrade recommendations on better approaches to developing customizations or changing existing customizations.

**For more information on CSC's Accelerated Upgrade Program, contact your CSC account executive, call 800.345.7672 (+1.469.499.9981 if outside the United States) or e-mail [inforequests@csc.com](mailto:inforequests@csc.com).**

### **About CSC**

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For more than 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

### **About CSC in Financial Services**

CSC provides mission-critical business solutions, consulting and outsourcing services to leading financial services firms around the world.

We bring more choices to the industry. We help clients plan for business and technology change. We create software, tools and processes to address specific business needs, and we continually enhance those solutions by collaborating with an extensive network of client communities and technology partners.

Our global outsourcing operations give us real-world insight into business and IT processes that deliver the best results for our clients. More than 1,200 major banks, insurers, and investment management and securities firms rely on the experience, ingenuity and leadership of more than 10,000 CSC employees focused on financial services.



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