



stonebranch

Success Story

**PSCU**

Automates Workflows  
in Record Time with  
Universal Automation Center



America's leading credit union service organization implements a new automation platform after a total revamp of their APM.



"We found that Stonebranch had a great product. Their sole focus as a company is automation, and their solution is a native web application. Their conversion team was very capable across multiple technology stacks and there was an easy learning curve when it came to learning the software.

Most importantly, Stonebranch was fully engaged in the POC and provided great support and guidance. This was important to PSCU, as we tend to look for partners in our product decisions, not vendors who merely see us as a customer number."

**Earl Diem**  
IT Operations Manager  
PSCU

## Background

Established in 1977, PSCU is America's leading credit union service organization (CUSO). The company was recognized as CUSO of the Year in 2016 by the National Association of Credit Union Service Organizations.

PSCU supports more than 1,500 credit unions, representing 5.4 billion transactions annually. PSCU's products and services help credit unions enhance their digital banking services, minimize financial risk, optimize payment processing, and more.

## Challenges

A thorough review of PSCU's application performance management (APM) program uncovered that the organization had many undocumented, manual processes. As a result, end-users were responsible for alerting IT when workflows failed, leading to inefficiencies and unnecessary delays for critical information. PSCU decided to implement an enterprise automation solution to eliminate these challenges.

"We had outgrown the legacy tool we had been using," said PSCU IT Operations Manager, Earl Diem. "We conducted a proof of concept (POC) with four different companies, focusing on solutions in the Gartner Magic Quadrant for Workload Automation where the core competency of the company was automation."

## Results

- Ease-of-use with native web application
- Investment protection improved 90%
- Flexibility improved 50%
- Auditability increased 32%
- Simplicity improved 86%

## The Solution

Following an intense proof of concept, PSCU chose Stonebranch Universal Automation Center (UAC) as their new workload automation solution. UAC's customizable workflows and templates accommodated PSCU's unique operational needs and empowered their end-users with much-needed speed and stability.

"We found in that process that Stonebranch had a great product. Their sole focus as a company is automation, and their solution is a native web application. Their conversion team was very capable across multiple technology stacks and there was an easy learning curve when it came to learning the software," says Diem.

"Most importantly, Stonebranch was fully engaged in the POC and provided great support and guidance. This was important to PSCU, as we tend to look for partners in our product decisions, not vendors who merely see us as a customer number."

## The Results

PSCU was able to migrate all of their jobs to Stonebranch Universal Automation Center and completely automate their finance workflows six weeks ahead of schedule and on budget.

"The flexibility of the Stonebranch platform is boundless. We spent the first four weeks solidifying our automation approach and building templates. Once the approach was solidified, workflows were built and tested in the test environment and promoted to production with increasing speed," says Diem.

"We now have automations that can alert us on any step of the workflow and page out the proper team to address the failure. This has profoundly decreased our mean time to acknowledgment (MTTA) and mean time to repair (MTTR)."

"The services provided by Stonebranch during the implementation were executed exactly as they said they would be. We were very impressed," added Diem. "Stonebranch has a great product with a sole focus on automation. They are engaged and onsite to support their customers. Furthermore, they have flexible pricing models to fit our unique needs."

In closing, Diem raved about Stonebranch's core approach to business. "Most importantly, they care that you succeed using their product and treat you as a partner and not merely a number when you call for support. That's important to PSCU."

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### ABOUT STONEBRANCH

Stonebranch builds IT orchestration and automation solutions that transform business IT environments from simple IT task automation into sophisticated, real-time business service automation. No matter the degree of automation, the Stonebranch platform is simple, modern, and secure.

Using the Stonebranch Universal Automation Platform, enterprises can seamlessly orchestrate workloads and data across technology ecosystems and silos. Stonebranch serves some of the world's largest financial, manufacturing, healthcare, travel, transportation, energy, and technology institutions.



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