

zDIH Customer Story

0:03 My name's Russell Plew. I'm the technology senior manager.

0:07 I've spent my entire 31-year career here at M&T.

0:11 And currently today I'm responsible for a multitude of core applications, many of which execute on Z.

0:17 We're on both a digital and Agile transformation journey.

0:22 From a digital perspective, we are very much wanting to re-imagine the customer experience, one that's not bound by perceived or actual limitations of our core architecture.

0:33 From an Agile transformation perspective, very much what we think about in an Agile transformation:

0:38 Modernize the way we work, modernize the tools we use in our development process, and really, speed to market is the key.

0:46 Some may debate that a strategy towards core modernization should be a rip and replace. It could be a huge upgrade overhaul.

0:57 While those are certainly feasible, those are options we believe are extremely costly, risky, and time-consuming.

1:05 At M&T, we believe in our systems of record running on Z.

1:08 That's why we've gone down this journey of how do we surround those environments with the tools, the ways of working, that we can gain access to those core data assets and events in ways that really allow us to re-imagine that customer experience.

1:24 M&T Bank recently implemented something called the Z Digital Integration Hub.

1:29 Their problem that they wanted to solve is all of their key operational data and client data is held on the IBM Z.

1:37 But they wanted to write applications that could get to the data and get to a fast and have it serviced in real time, so that the applications that are running could be fully up-to-date --

1:48 applications like customer's tracking their balances, but also applications that their business analysts will look at, looking for new opportunities for the bank, or their data scientists would get into, and many other applications.

2:02 So this Digital Integration Hub, through RESTful modern interfaces, an application written in anything – Go, Swift, Java, you name it – running anywhere, can come and access that data and get it very efficiently, cost effectively.

2:17 And the great thing that I saw with the M&T example when they were done is they actually cut their development cycle time by 40%.