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Welcome, we will be starting at 11:00 EDT

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Banking & Financial Services User Group Q2 2021

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Gary Walsh
John Colbert
Carlos Chivardi
Yusuf Budeiri
Chris Sanders
Gaizka Llona
Mark Murnighan

IBM

Agenda

Introductions & Kickoff	**5 mins**
Hybrid Cloud Journey Q&A with Technical SMEs	**20 mins**
Increasing Your Security Posture	**15 mins**
Assuring Successful Modernization	**15 mins**
Wrap-Up	**5 mins**

Introductions & Kickoff
10 mins

Todays Speakers

Gary Walsh
US Market Leader
Financial Services
AI Applications

John Colbert
Program Director
IBM Sterling
Product
Management

Carlos Chivardi
Technical Sales
Specialist
Sterling B2B
Collaboration

Yusuf Budeiri
Senior Client
Technical Professional
IBM Sterling

Chris Sanders
B2B Collaboration
Principal Product
Manager

Mark Murnighan
Solution Architect
B2B, MFT and
Transformation

Gaizka Llona
Watson Supply
Chain Lab
Services Sales

Hybrid Cloud Journey Q&A with Technical Sales Experts

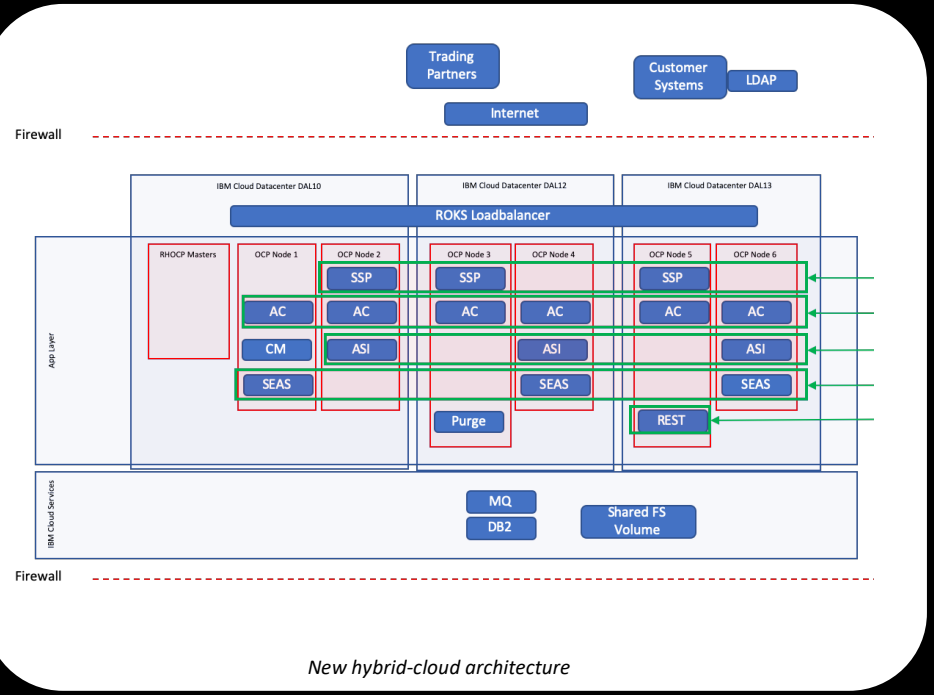
15 mins

Business Problem

- No global strategy for cloud file transfers, resulting in silos that are expensive to maintain and govern
- Current infrastructure not reliable enough to meet client SLA expectations
- Prevent outages impacting their customers with missed payments and regulatory fines

- Modernize File Transmissions to enable self-service and automation for the rest of the organization
- Reduce the costs to deploy, upgrade an maintain environments.

MVP & Future State Solution



New hybrid-cloud architecture

- Single, standard hybrid-cloud architecture
- Created an MVP running on IBM ROKS
- New environments will save thousands of work hours and millions per year in productivity gains
- Annual upgrades will be delivered in ~45% less elapsed time, helping with reducing security risks, faster time to market and large reduction in software support costs
- Increase resiliency to meet expectations of The Bank's largest corporate customers
- Full stack, containerized, deployment of a Sterling Managed File Transfer (MFT) Environment (SFG, SSP, C:D, MQ, DB2, ITX).

Sterling / Cloud Workshops

Multiple Workshop sessions to cover demos, installation and K8s scenarios

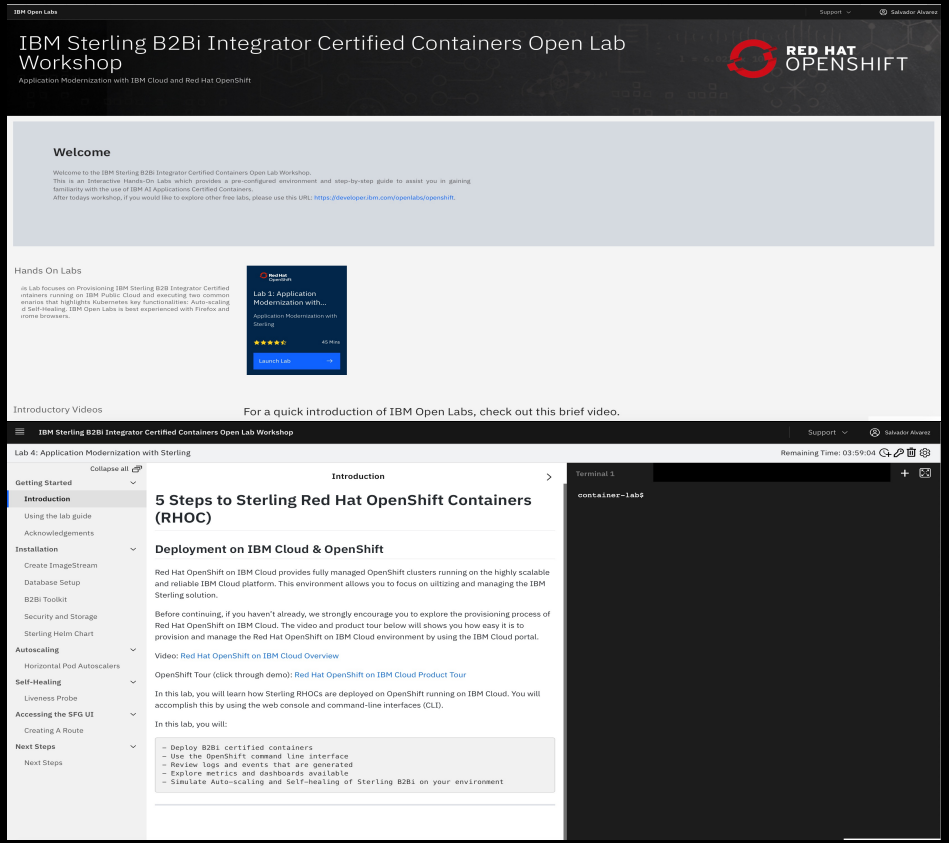
The customer wanted more structure and hands-on approach

Created an Open Lab Workshop leveraging the ROKS environment

The Open Lab provisions a Red Hat Open Shift cluster on the IBM Cloud for each attendee.

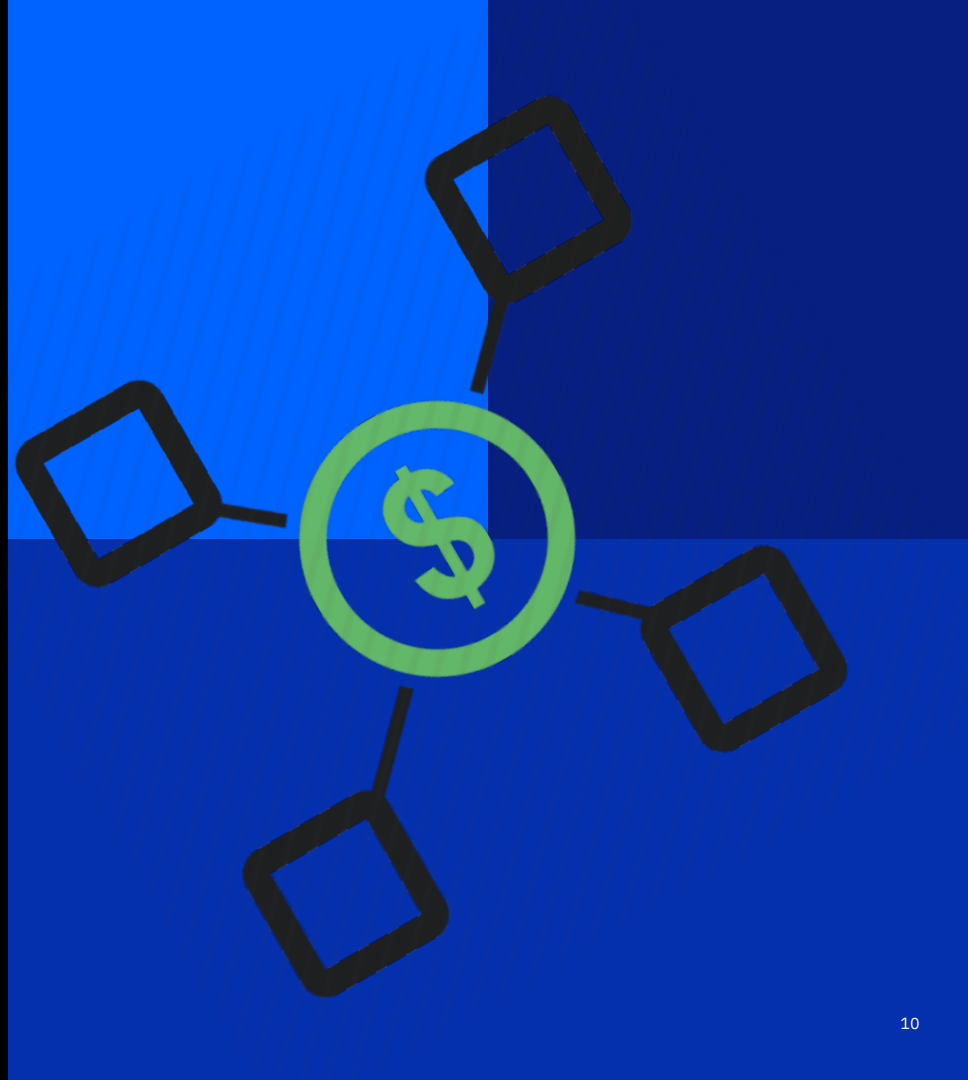
Users walk through a full installation process of the Sterling Containers.

Users execute Use Cases like Auto-scaling and Self Healing



Client Value

- Estimated Cost Savings are the following:
  - ✓ 45% Accelerated time for upgrades
  - ✓ 13% Operational savings
  - ✓ 100% Reduction of Extended Support
  - ✓ 38% Additional infrastructure efficiency savings
- Accelerate speed to market of new services, and speed to revenue of new customers.
- Provide higher resiliency (HA and DR) with zero RPO/RTO
- Reduced risk by accelerated deployments and rollout of patching and upgrades



Increasing Your Security Posture
15 mins

Limit Breaches, Mitigate Risk and Proactively Manage Partners with IBM Sterling Solutions

IBM Sterling Secure Proxy

Advanced edge security for your multi-enterprise data exchanges

IBM Sterling Connect:Direct

Provides high-volume, reliable and security-rich enterprise file transfers

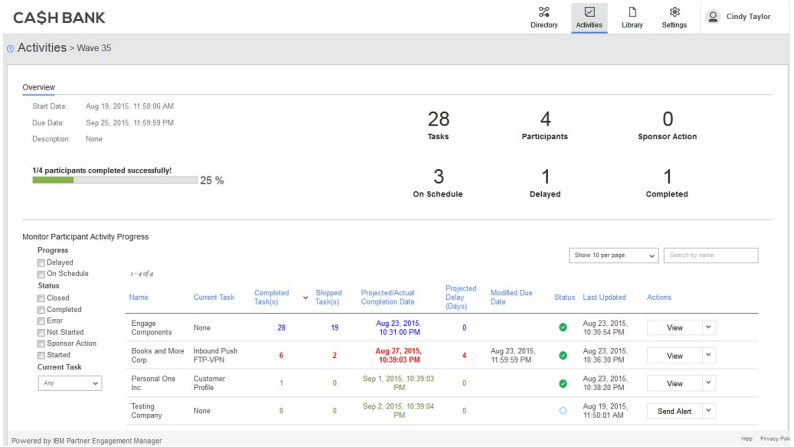
IBM Sterling Partner Engagement Manager

Efficient, automated onboarding and management of partners, suppliers and customers

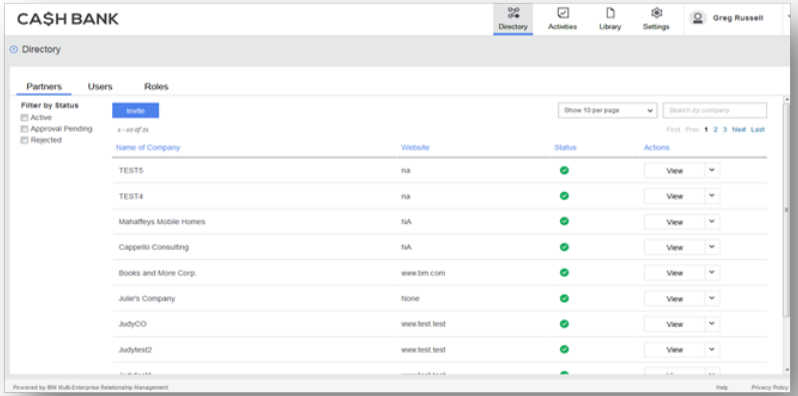
IBM Sterling Partner Engagement Manager

Interactive, Self-service Partner Onboarding workflow

- Compresses the “quote to cash” cycle time for onboarding new partners
- Flexible workflow with REST API integration to address a variety of use cases
- Utilizes an email & dashboard interface to allow partner a self-service approach to enter and review tasks
- Manages partners’ and users’ information with a centralized system of record



Dashboard tracking of each partner during their onboarding process



Centralized partner directory with easy access to individual partner profiles

Certificates and Password Update Automation

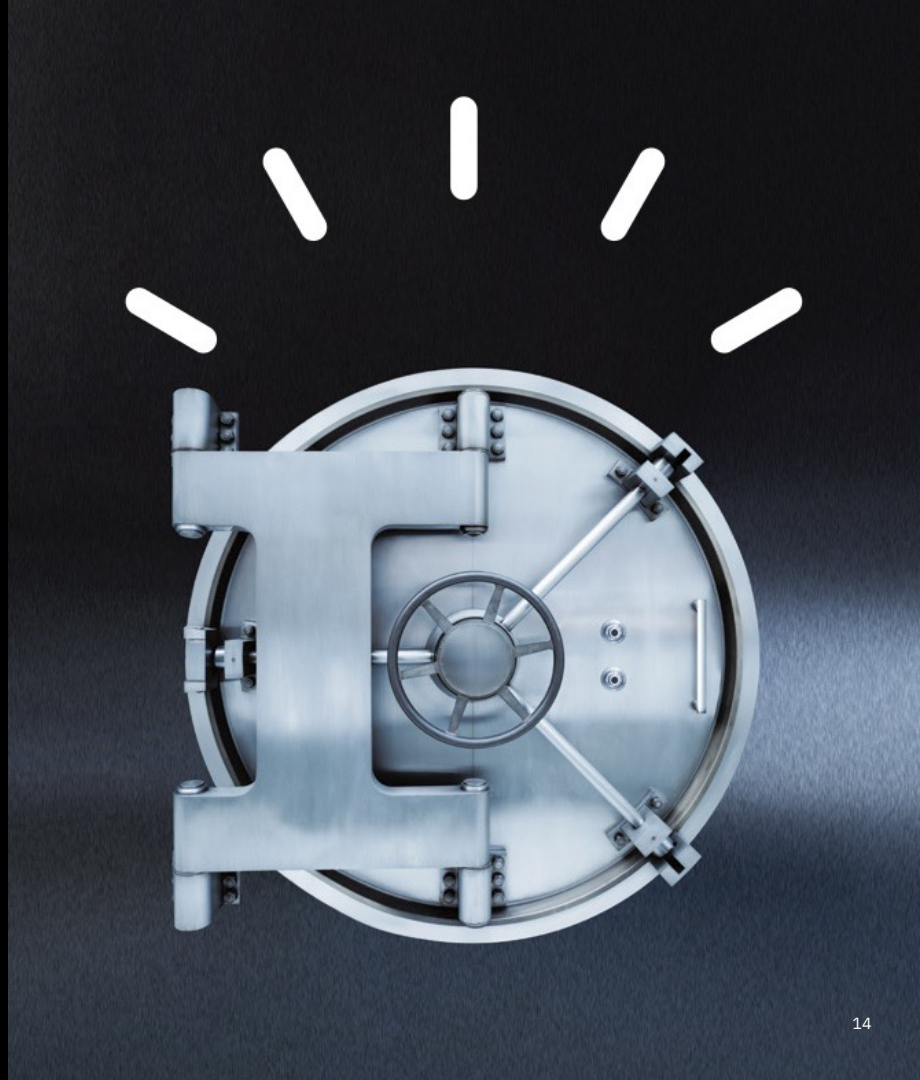
Maintaining partner certificates, keys, and passwords are critical to the business

- Certificates, keys, password lifetimes are becoming shorter
- More chances for expired certificates
- Greater effort to manage certificates, keys, and password

The average global 5,000 company spends approximately $15 million to recover from a certificate outage. These costs include remediation codes, loss of productivity, lost revenue, and damage to brand image.*

Partner Engagement Manager provides customers with the ability to:

- Detect expiring partner passwords and certificates and initiate updates
- Provide an automated contact validation process



Certificates, Keys, Passwords Update Use Case

Customer Challenge

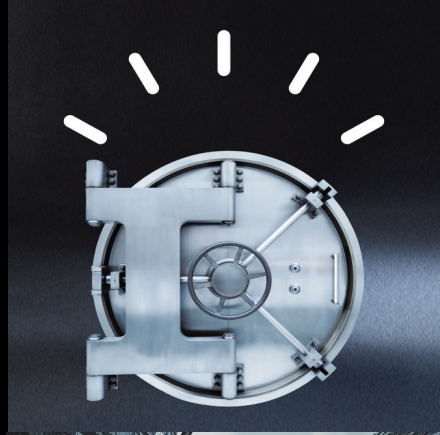
- 7,000 customers all using certificates and passwords for authentication to transfer files
- Need to avoid unexpected outages due to expired certificates or passwords

By the Numbers

- Certificates must be updated for all customers every two years
- Currently update passwords for their B2B solution once a year; new mandate from security team required password updates every 90 days (4 X per year)
- **Total touches = 31,500 per year**
- Each manual interaction to update certificate or password takes 30 minutes, or approximately 15,750 hours per year (7 – 8 person years)

Current Process and Desired Solution

- Customer currently manages these updates through a spreadsheet and work with their partners to update manually
- Manual process of updating passwords becoming a privacy and process compliance issue
- **Need a secure no-touch credential management solution**



Assuring Successful Modernization
15 mins

Modernization:

1) Upgrade
2) Containerization
3) Journey to Cloud

Upgrade

Top 5 Mistakes Support Encounters

1. Mandatory sequence of steps not followed
2. Incomplete regression testing
3. Appropriate JDBC drivers not used
4. No backups taken before upgrade attempted
5. “customer_overrides.properties” or other properties not adjusted for the target version

Top 5 Best Practices

1. Plan for production operations before your deployment is sunset
2. Validate deployment specific APAR/Fix/hotfix list is cover in the target version
3. Validate the sequence of events required using the upgrade compatibility matrix in knowledge center
4. Ensure deployed assets have not been deprecated in the target version
5. Stay current on Common Vulnerabilities and Exposures (CVE) (not all CVE’s are back ported to older versions)

In Place Upgrade	New Install with Migration or IP Takeover
Upgrade Product	Upgrade Product
Upgrade Operating System	Upgrade Operating System
Upgrade JDK	Upgrade JDK
Upgrade Database version	~~Upgrade Database version~~
Upgrade Hardware	Upgrade Hardware
~~Change Database Vendor~~	Change Database Vendor
Retain history	Lose all historical data including FA reconciliation
Retain in-flight data	~~Retain in-flight data~~
Archive files no longer usable	Archive files no longer usable
Production down window (hours)	~~Production down window if parallel manual migration~~
~~Need to migrate each partner~~	Need to migrate each partner OR IP takeover
Change Operating System extremely high risk	Change Operating System
Completed in 1 step	~~Completed in 1 step~~
Mock run recommended	Mock run recommended
Change Data Center high risk	Change Data Center
Enable Clustering (requires down time)	Enable Clustering

Containerize

Top 5 Mistakes Support Encounters

1. Customer resource are not trained for containers, and this is their first project and progress is slower than expected with all operational support
2. Customer resource are not trained for Continuous Integration and Continuous Development (CI/CD), and this is their first project and progress is slower than expected with all operational support
3. Incomplete regression testing
4. Containerization platform failures (Docker, AKS, Rancher, K8s, EKS)
5. Troubleshooting and location of information is slower than expected with all operational support

Top 5 Best Practices

1. Select the strategic target container platform (IBM fully supports Red Hat OpenShift Container Platform continual investment)
2. Resources need containerization training for strategic choices
3. Resource need Continuous Integration and Continuous Development (CI/CD) training for strategic choices
4. Full regression testing of all features used by the legacy environment in the container environment
5. Full performance testing of all features used by the legacy environment in the container environment

Journey To the Cloud

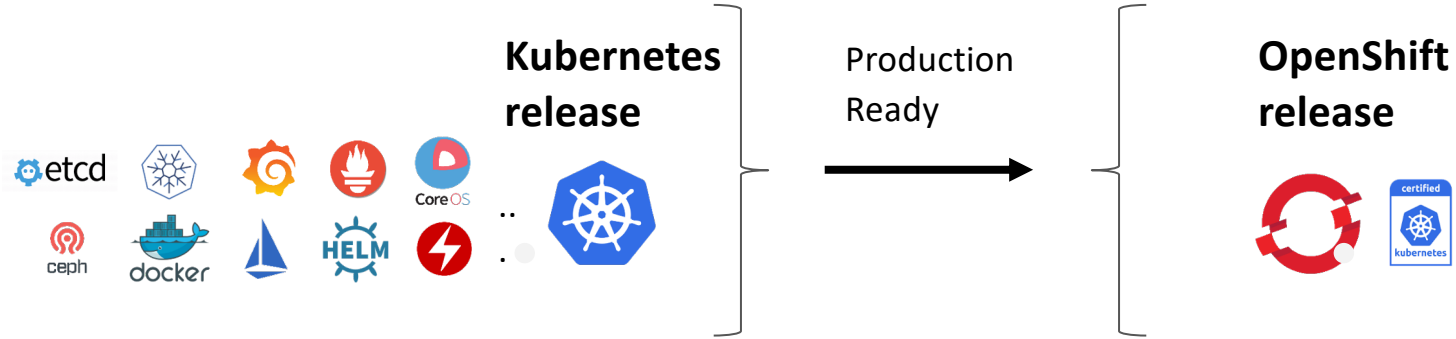
Top 5 Mistakes Support Encounters

1. Poor performance due to improper cloud sizing (network, file system storage and supporting database storage) causing go lives to be rolled back – validate bandwidth for network and IOPS for storage
2. Customer resources are not trained for Cloud Vendor process and procedures, and this is their first project and progress is slower than expected with all operational support
3. Customer resource are not trained for Continuous Integration and Continuous Development (CI/CD), and this is their first project and progress is slower than expected with all operational support
4. Not doing one or more practice runs
5. Unsupported MQ Persistent Volume

Top 5 Best Practices

1. Select the strategic target container platform (IBM fully supports Red Hat OpenShift Container Platform continual investment)
2. Rework your current legacy network zone architecture into a new Software Defined Network (SDN) architecture and applicable load balancers
3. Do you only use DNS address with external touch points? Important if you are trying to migrate to the cloud invisibly versus manual migration
4. Can you move DNS to cloud provider?
5. Validate the time it takes to bring down the current production and in place upgrade to cloud instance to minimize outage window if not doing a manual migration

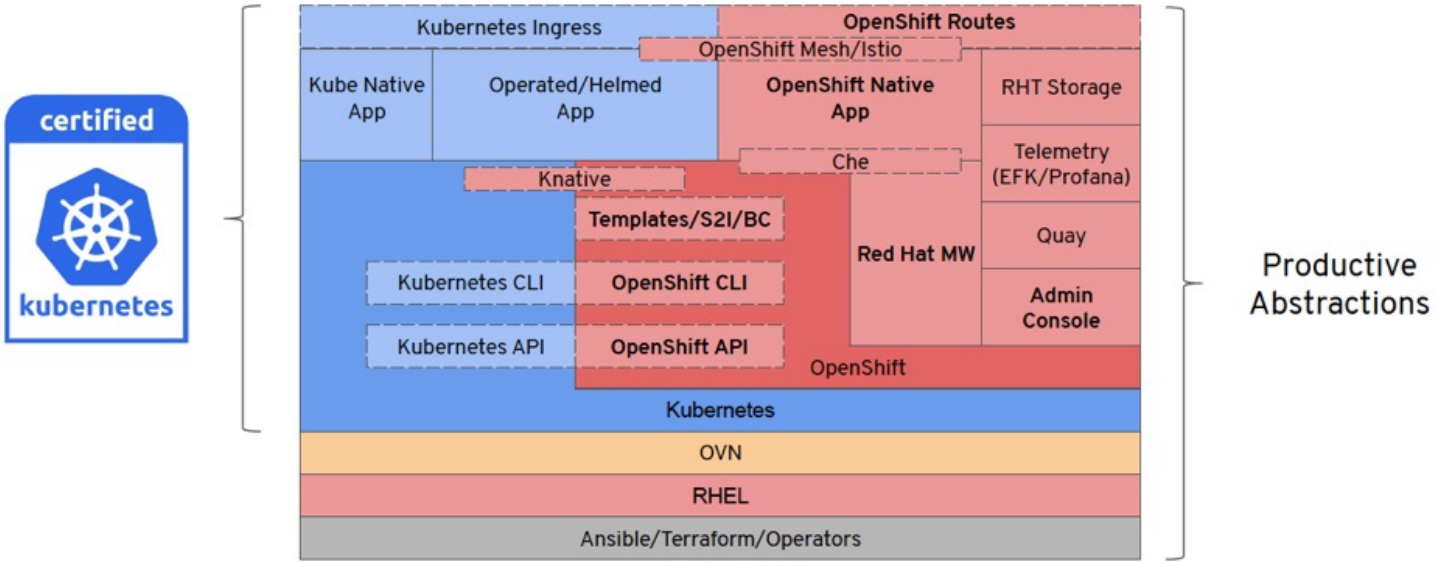
OpenShift is trusted enterprise Kubernetes



- Hundreds of defect and performance fixes
- 200+ validated integrations
- Certified container ecosystem
- 9-year enterprise life-cycle management
- Red Hat is a leading Kubernetes contributor since day 1

Certified “Pure” Kubernetes and Product abstractions

Every vendor operates Kubernetes differently; this matters
Every vendor configures their Kubernetes distribution differently
OpenShift provides 100% Kubernetes conformance



Red Hat OpenShift only APIs in **Bold**

Wrap-Up
5 mins

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