Rocket software

Streamlining Processes with Rocket® Terminal Emulator

Challenge

Terminal emulation is a mission-critical technology component for this banking institution, one of the largest in Canada. Terminal emulation serves as a gateway or portal to the applications that exist on the mainframe. If a personal banking customer or business customer comes to the bank with a question about their account or a recent transaction, terminal emulation enables them to access the necessary information and respond to queries quickly.

Over time, the bank accumulated several disparate terminal emulation solutions to keep up with the fast pace of business.

As a result of these separate solutions, the bank began facing challenges. It became difficult for the bank to address IT needs and support for users across departments with differing tools, maintenance needs, and growing costs around managing subscriptions and pricing for each solution. With that in mind, the bank decided it needed to begin reducing the number of terminal emulation solutions it uses to help reduce complexities that surrounded managing multiple subscriptions, vendor contracts, and varying user support needs.

Solution

When the large banking institution embarked on its quest for a new terminal emulation solution, their steering committee engaged with several vendors to assess how each would address their specific functional requirements and inquiries. After a thorough evaluation of available options and a compelling demonstration showcasing the capabilities of Rocket Software, they opted to integrate Rocket Terminal Emulator (Web Edition), into their operations. This choice was influenced by the superior value and smoother integration process offered by Rocket Terminal Emulator in comparison to other players in the industry.

Rocket Terminal Emulator (Web Edition) seamlessly integrated into the bank's existing terminal emulation processes without disrupting employees' daily operations. Throughout the implementation stage, the bank worked closely with Rocket Software and the engineering teams whenever challenges or questions arose. Beyond the implementation, the bank needed a terminal emulator that was capable of being used in a cloud setting.

With that push for a cloud-first model for its terminal emulation needs, the bank was able to leverage the Web Edition of Rocket Terminal Emulator, making critical mainframe applications accessible from any device while maintaining strict adherence to security guidelines — all of which was achieved in a tight timeframe. With the support and deep technical expertise of Rocket Software, the bank was able to use Rocket Terminal Emulator (Web Edition) and implement an integrated web application to easily access customer information and respond to customer questions with speed and agility.

The Challenge

The banking institution wanted to consolidate and standardize its terminal emulation capabilities to simplify management and reduce costs.

The Solution

The banking institution chose Rocket Terminal Emulator to provide a more robust, modern, and flexible solution that runs in the cloud which allowed the bank to consolidate a number of their other terminal emulators.

From the beginning, Rocket Terminal Emulator has been incredibly easy to implement within our organization. Working with Rocket Software to consolidate our terminal emulation tools has helped reduce complexity without disrupting operations."

PROJECT MANAGER
Major Canadian Bank

Results

Working with Rocket Software, the banking institution was able to quickly gain full control over its terminal emulation solutions. By implementing Rocket Terminal Emulator (Web Edition), the organization added critical flexibility that allowed it to begin consolidating the vast number of existing solutions that had grown too complex and expensive to maintain. Rocket Terminal Emulator (Web Edition) also proved to be incredibly easy to use for staff; this minimal learning curve enabled the organization to make the switch while keeping its most critical functions up and running undisturbed.

The Rocket Terminal Emulator (Web Edition) has also yielded impactful security benefits and results for the banking institution. With highly sensitive customer information secured on the mainframe and in mainframe applications, the solution brought greater visibility and accessibility into the picture for support staff. The bank also saw benefits from a modernization standpoint as well. Rocket Terminal Emulator (Web Edition) proved to be a much more flexible solution capable of handling a variety of mainframe applications that have long been at the center of the banking institution's operations, making accessing them through the cloud easier to manage.

Ultimately, working with Rocket Software has helped generate valuable cost savings, reducing the number of vendor contracts at play, and has allowed the bank to more effectively modernize its operations, providing its customers with better service as a result.

Rocket Software's impact:

Cost Savings

By consolidating its terminal emulation solutions with Rocket Software, the bank was able to reduce the costs associated with multiple solutions and vendors.

Flexibility

With a single web-based solution for terminal emulation, the banking institution was able to respond more effectively to its customers' needs.

Simple Integration

Rocket Terminal Emulator (Web Edition) was able to easily integrate into the banking institution's existing systems without disruption by minimizing their learning curve and maximizing their business requirements.

Learn more and see how else **Rocket Software can help fuel your modernization journey**

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