

## Accolm BAM Use Case

1. A major global Stock Exchange with stock exchanges in a number of countries needed a way to verify that critical market data information got to their customers in time. Using the SLA capabilities in BAM and leveraging the ability for BAM to warn of potential SLA failures in advance, they now have a better overview of SLAs that are passing or failing and more importantly getting notification of impending SLA failures, giving them time to proactively work on those and thereby avoiding hefty penalties and fines.
2. One of the largest Telecom operators in Sweden needed a way for their Business Units to get better visibility of their Business Processes. Using the Business Units section and the Business Unit dashboards in BAM, they are now able to easily and quickly track and trace their Business Process transactions thereby saving them valuable time and money.
3. A large retail company in the UK needed a way for their MFT business users to search for transactions quickly. Using the self-service capabilities, coupled with the extensive search filtering options in BAM, their users are now able to find the statuses of their file transfers and Business Processes themselves. These have resulted in a drastic reduction in the number of a support ticket that their MFT Support team receives daily which in turn has made it possible for some of those support resources to be re-assigned to another task.
4. A customer who recently implemented BAM said: Everybody really loves it – it's turned our EFT environment from what appeared to be a black box to many of the systems teams into something open, that they can actively use and monitor for themselves. It's significantly reduced the number of support calls that my team receives".