

# Accelerating fraud response

Reducing Up Sí Vale's response time from 8 hours to just 30 minutes.

For banking institutions, the availability of services and reliability of data is paramount. Here's how Control-M helped Up Sí Vale to accelerate its critical fraud and information theft workflow, significantly reducing errors and enhancing its customer experience.

## FROM COMPLEXITY

Up Sí Vale is an issuer of pre-paid payment cards and electronic wallets, which companies use to manage and distribute employee benefits, such as pantry vouchers, gasoline credits and restaurant credits. It is part of Groupe Up (Chèque Déjeuner), a financial services provider that serves more than 185,000 customers in 14 countries.

Prior to finding an automated solution, many of Up Sí Vale's processes were executed manually by a team of people. They were working 24 hours a day, seven days a week, every day of the year. This meant:

### Avoidable errors

Transferring files and scripts manually was time-consuming and error-prone. This was reflected in recognized losses and kept the business at a very high risk of fraud and data/information theft.

### Lower customer satisfaction

The amount of time it took to execute processes and releases was both unpredictable and unmanageable, leading to long customer wait times.

### Significant downtime

A process created to protect against fraud and information theft – the company's most critical and sensitive need – was leading to significant downtime.

## TO COMPETITIVE ADVANTAGE

Up Sí Vale chose Control-M for its seamless, time-saving application workflow orchestration capabilities. With Control-M, all of the company's critical processes were automated. This eliminated inefficiencies while improving processes and increasing their visibility, predictability, reliability and security.

### Faster response times

The time required to execute critical processes has been reduced from 8 hours to just 30 minutes.

### Improved customer satisfaction

With enhanced efficiency, security and agility, customer service has improved. The company knows how long it will take to run scripts, allowing them to plan more effectively and reduce downtime.

### Reduced risk of errors

Thanks to automation, the risk of human error, fraud and loss of information has been greatly reduced. As Up Sí Vale continues with its digital transformation, it plans to expand its use of Control-M and add new solutions from the BMC portfolio to further serve its customers.

**The most competitive advantage is that customer service improved by making all processes more secure and agile.**

Srikantan Madhavan, CIO, Up Sí Vale

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