



# ROBECO

## PROCESS AUTOMATION AN ASSET FOR ROBECO

Independent asset management company automates critical back-office activities to deliver up-to-date stock, improve efficiency and support business growth.

### KEY POINTS

- ▲ A complex IT environment with no application integration made it time-consuming and difficult to manually process and track an increasing volume of market and customer data.
- ▲ Now Redwood RunMyJobs® provides centralized control over Robeco's application landscape and automates processes such as data and application integration.
- ▲ Process automation delivers accurate reports and ensures timely market data analysis.
- ▲ Robeco improved its efficiency in handling its growing data – RunMyJobs already automates an additional 1.7 million tasks a month.
- ▲ Automation made other third party software obsolete and, as a result, Robeco realized significant cost reductions.

### MISSION-CRITICAL DATA



Established in 1929 in the Netherlands, Robeco is committed to delivering superior investment returns and excellent services to clients. The company offers a broad range of investment solutions and is a global leader in sustainability investing. On March 31, 2014, Robeco's assets under management totaled €211 billion.

The organization constantly exchanges data, such as stock opening and closing values and currency exchange rates, with several partners. Ollivier Trouw, Vice President and Head of IT Operations at Robeco says: "An asset manager highly depends on the accuracy of data to be able to make decisions. Timeliness and accuracy of data are of utmost importance and the transport of it without any disruptions is a very critical process."

### A DATA CHALLENGE



In 1998, Robeco realized that its complex IT infrastructure, consisting of 80 UNIX systems and 200 NT servers running over 200 applications, made it time-consuming and difficult to manage an ever-increasing volume of market and customer data.

applications, or integrating with off-the-shelf applications. This made it time-consuming to maintain critical activities. Many non-critical tasks had to be performed overnight as we simply didn't have the time or capacity to complete them in the day."

William De Vries, Software Engineer at Robeco says: "We had a number of large custom-made applications based on Oracle technology. These applications were designed to register portfolios, calculate net asset values and administer market data such as prices and indices. Our custom-made applications weren't capable of completing tasks on different servers and

To meet compliance regulations, Robeco regularly delivers financial reports to the Dutch Central Bank. For this, Robeco needed a central solution that would connect and coordinate all of its processes and applications. It also needed to eliminate unnecessary manual activities to ensure consistency and accuracy across its most critical processes.

## A SUCCESSFUL SOLUTION



Robeco turned to RunMyJobs to automate processes such as portfolio management, fund management, performance and risk analysis, reporting and forecasting, and transaction workflow. The solution connects all applications and eliminates manual activities, which, in turn, eradicates the potential risk of human error and latency.

When RunMyJobs was implemented, Robeco was still using additional scheduling software for arranging infrastructure-related tasks. Ruben De Vries, Engineer at Robeco says: “Since this software didn’t have the capabilities of RunMyJobs, it couldn’t connect across all our applications. We moved the application related tasks to RunMyJobs, making other scheduling software obsolete.”

Robeco began to use RunMyJobs process automation in its investment business. Within the same year the company extended automation to retail. De Vries adds: “We quickly merged the investment and retail data repositories so they are now all connected to RunMyJobs. With one point of control it’s far easier to generate accurate reports and analyze market data as soon as it arrives, and we are guaranteed a quick and error-free data update.”

All data is automatically sent to the relevant applications by RunMyJobs. Each application then uses RunMyJobs to pick up the file and load it into its system. The systems use the file to create the relevant report, such as those for the Dutch Central Bank. Since some of the data is time-critical, the system sends out alerts when these files have not arrived so immediate action can be taken when necessary.



90% of our complete integration frameworks are based on RunMyJobs – it’s crucial to our environment and how we work. RunMyJobs makes it much more efficient for us to support our ever growing customer base. We could not manually deliver all our data between our applications and send out reports within the same day without automation.

— Ruben De Vries, Engineer, Robeco

## BUSINESS BENEFITS



With the strategy to use only one solution for process automation, Robeco managed to realize significant cost reductions from application rationalization alone. Robeco has now been working with RunMyJobs for 16 years. In this time it has experienced considerable business growth. When RunMyJobs was first implemented it processed 300,000 tasks a month, now the solution manages two million a month.

Robeco has also found it easier to track activities and report with a clear, automated audit trail. Soft data audits are automatically stored for around seven years, which ensures compliance.

Reinald Trap, Vendor Manager at Robeco says: “Redwood has now reached strategic vendor status within Robeco. We recognize the importance of RunMyJobs as many of our important business applications rely on it.”

Trouw concludes: “From an operational perspective we are always looking to improve existing processes and to eliminate manual procedures. In the future we want to further improve our ability to integrate with the ‘outside world’ (Robeco’s third party partners) and further extend our management of the RunMyJobs processes, using options such as the Redwood SLA module and Redwood Intelligence.”

