



Company Details

JPMorgan Chase is a financial services firm with wholesale, consumer, and middle market banking lines of business. In July 2004, JPMorgan Chase and Bank One Corporation completed a significant merger, creating the second largest bank in the United States.

The Bank has 93,453 employees. In 2003, JPMorgan Chase earned \$6.719B in net income on total revenues of \$44.363B.

Location

- Headquartered in New York, NY

Industry

- Financial Services - Banking
- Wholesale and Retail

Business Challenges

- Eliminate manual processes
- Lower the high rework rates associated with the existing processes
- Reduce data duplication and keystroke errors
- Improve customer satisfaction
- Enforce a consistent level of controls, both for data as well as in the process itself
- Enable seamless integration of all proprietary systems and infrastructure

The Bank employed the principles of STP or Straight Through Processing to redesign the processes associated with assimilating new employees, shifting from a reactive processing model to one that anticipates the steps in the new employee on-boarding process and alerts staff to exceptions.

SeeBeyond's technology is successfully linking and enabling all aspects of the Bank's HR On-Boarding process by:

- Automating control of both computer-driven and human-based systems
- Providing alerts on critical events to ensure communication immediately and to the appropriate staff
- Creating an automated, enterprise-wide service-based architecture that reduces manual and one-off efforts

Business Challenge

JPMorgan Chase had a significant challenge: in the midst of a very conservative corporate hiring environment, the Bank was bringing on significant numbers of new employees in certain sectors of its business. Productivity, customer service, and cost were three areas of desired improvement for the Bank. As a result, the Bank wanted to:

- Improve the data quality by sourcing new hire data once, reducing the number of times an employee's Social Security number was entered, enabling the auto-creation of employee ID numbers, providing enhanced metrics related to the new hire process, and adding downstream edits to the data earlier in the process
- Reduce data entry and related paperwork which included the elimination of manual forms for new employees coming via electronic recruitment, the reduction of HR-keyed data elements from 80 to 4, the reduction of internal HR forms through data digitization and use of electronic signatures
- Improve the process cycle time by establishing employee records in HR system within 24 hours of offer acceptance, providing more comprehensive e-mail notifications, by implementing electronic checklists for hiring managers and new employees

Solution Overview

JPMorgan Chase deployed eGate, SeeBeyond's cost effective connectivity management solution that allowed for the integration of its recruitment ASP and third party HR systems and internal database applications and other technologies (electronic mail).

For JPMorgan Chase, elnsight Business Process Manager was employed to model the significant process flows associated with assimilating new employees. elnsight managed the process and monitored the complex interactions between systems and between staff interactions in the event of an exception to a defined process flow.

JPMorgan Chase adopted the principles of STP in order to focus on exception management, utilizing the workflow and monitoring capabilities of elnsight, combined with the integration flexibility of eGate.

SeeBeyond Professional Services worked with JPMorgan Chase to design, implement, and deploy the service-based infrastructure, with support for architecture design, framework implementation, performance tuning, and go live support.

SeeBeyond and JPMorgan Chase built a reusable and extensible integration framework, based on a Service Oriented Architecture. Today, this framework helps JPMorgan Chase improve customer service, reduce cost, and enhance organizational productivity on a global basis.

Business Benefits

SeeBeyond technology helped JPMorgan Chase reduce the number of point-to-point connections; implement a flexible system able to adapt to growing trade counts, portfolio managers and investment assets.

With SeeBeyond, JPMorgan Chase has:

- Realized significant productivity improvements with new hire personnel
- Achieved cost savings in the process through the elimination of errors and manual work processes while at the same time ensuring the new hires are immediately productive on business applications and equipment
- Improved customer satisfaction by providing proactive feedback on the status of the new hire to the new employee as well as the hiring manager
- Reduced the labor costs associated with HR operations as well as reduced the fees paid to security services to perform required background checks on new staff
- Improved data quality of the new hire staff member by sourcing the original data just once and passing that data to downstream applications in an automated fashion

Solution Overview

- Real-time best-of-breed Straight Through Processing (STP)
- End-to-end business process monitoring
- Full audit and error tracking at a business level
- A reusable and extensible integration framework

Business Benefits

- Realized productivity gains for new employees
- Achieved cost savings
- Improved customer satisfaction of new employees and hiring managers
- Improved data quality

Technology Profile

- SeeBeyond Components
- eGate Business Integrator
 - elnsight Business Process Manager
 - eWays (Adapters)
 - Oracle
 - Sybase
 - Lotus Notes
 - Peoplesoft
 - B2B integration with an external recruitment ASP