



Hancock Bank Streamlines Application Updating with Mail2ZOS

Hancock Bank needed to provide a more efficient way to update mainframe data for both its internal and external customers. Mail2ZOS streamlined and automated mainframe application data updating and processing with the click of an e-mail – and continued Hancock’s long tradition of providing its customers with superior customer service.

Background

Hancock Holding Company, parent company of Hancock Bank (Mississippi), is a financial holding company providing financial products and services to individuals and small to mid-market businesses in Mississippi, Louisiana, and Florida. With over \$4.2 billion in assets, Hancock Holding Company operates over 100 full-service offices, more than 140 automated teller machines, and offers extensive online banking services to its customers. In 2005, Hancock Bank Operations was eager to provide its customers with a much faster and more responsive method of updating mainframe application data.

The Challenge

The demand to transfer data to the mainframe has increased every year, both from external customers and internal users. For outside customers, MODEM to MODEM transfer was the standard. Internally, RACF and TSO accounts were set up so users could upload the data and then call Operations to run a job.

Once e-mail became more readily accessible to external customers than a MODEM and PC transfer program, they began e-mailing data to the operations center. This created an extra burden on Operations as they had to receive the e-mail, upload the data to the mainframe, run a job to process the data, and then make a phone call back to acknowledge the status of the transmitted data. In addition, internal users became frustrated with needing to call Operations to run jobs they had set up on their TSO accounts. As demand for transferring data to the mainframe increased, this was quickly becoming a very cumbersome and expensive element for Operations and Customer Service.

The Solution

Hancock used Mail2ZOS to streamline data transfer to the mainframe and automate away the growing burden on the operations department. Customers could now simply send an e-mail with attached file(s) to a specified address and get automatic acknowledgements back to confirm receipt and processing status.

Mail2ZOS would perform the required tasks against the data in the e-mail, even those including encrypted data or multiple files, and dynamically modify JCL and other parameters to submit jobs, monitor intermediate steps, and notify users and/or operations staff as to the processing status.

Mail2ZOS resulted in a completely automated service without the need for any human intervention.



The Benefits

In the time that Hancock has been using Mail2ZOS to transfer and receive data, they have discovered a number of benefits from using this technology.

- The time needed to retrieve and print archived customer statements has been drastically reduced by using Mail2ZOS to process a simple 'Statement Request' e-mail that sends statements directly to the customer's printer.
- Deposit Correction reports, which were previously sent via FTP to the host, can now be processed and acknowledged immediately instead of languishing in a queue for batch jobs.
- External customers can send account reconciliation data via e-mail and avoid cumbersome dial-up transmission.
- Internal users can use e-mail to submit data to be formatted and printed and get instant notification when their reports are ready to print.
- Users now send data via Mail2ZOS when they want it routed through the encryption server before it is transmitted to its destination.
- Since Mail2ZOS can extract Microsoft Excel (CSV) data, it is also used to build flat files that can be run through batch programs without having to use programmers to reformat the data.
- Handling of multiple attachments for one e-mail eliminated the need for multiple logins and submission of individual files.

Mail2ZOS has allowed Hancock Bank to accept data transmissions from its customers at a fraction of the time, cost and effort of alternative solutions and to continue its tradition of providing cost-effective, superior customer service.