



## Managing Risk and Security Efficiently and Affordably

Many banks are currently in a holding pattern for the funding of critical IT projects because of continuing economic issues and uncertainties. However, opportunities abound for those banks resolute enough to concentrate on the positive and the future. Any technology investment that improves efficiencies and simultaneously mitigates risk warrants thorough consideration and should command priority status on every bank's radar screen. Your bank's data center is a prime location for both of these items.

Automation software liberates your staff from their inflexible daily duties of perpetually watching, waiting and monitoring. Automation allows them that time so they can advance and evolve away from their once uninspiring chores. Efficiency skyrockets when internal operations personnel can flawlessly automate tedious tasks, and automation software can respond automatically. Our automation platform, SMA OpCon/xps, reduces the need for manual intervention - we call this process repeatable perfection.

Risk is substantially mitigated when the potential for human error is reduced. With workflow automation, thousands of keystrokes are eliminated - every single human entered keystroke has the inherent capacity for error which can result in significant consequences to the bank's data processing systems and reputation. When errors do occur, many times our software can correct the issue automatically and/or send an alert to the appropriate IT staff so that they can quickly respond to the issue. Either way, the software is faster, more precise and unequivocally more reliable than human interaction.

Many banks are justifiably apprehensive regarding capital expenditures in the current economic climate. Consequentially they're relying on the stable of lower cost managed services programs. At SMA, we've raised the bar with EnCompass™, our new managed services division that makes it extremely easy and affordable to implement and maintain an event driven, multi-platform automation solution. SMA's EnCompass™ managed services engagement begins with an onsite automation assessment of your entire IT environment and the assignment of a dedicated automation expert to each bank partner. Working collaboratively with your IT and Operations Departments, we determine your automation priorities and partner with your IT staff to determine and design a strategy that will effectively implement them.

In terms of ROI, we have seen returns in as little as three months! We painstakingly document the ROI as we go - and we unconditionally guarantee the performance of our platform. Then we continue to identify workflows, processes and projects that need improvement and automate those in a timely manner - OpCon/xps is fortified with an inspired arsenal of features that implicitly anticipate many types of automation. SMA's EnCompass™ comprehensive strategy will provide you with industry leading automation technology in concert with an assigned automation consultant. The EnCompass™ managed services program has been painstakingly designed to deliver everything required in order to finish projects quickly and ensure that your prioritized projects continue to advance in a considered and timely manner.

OpCon/xps is outstanding with the required but daunting litany of auditing and compliance procedures. We're constantly gratified over our bank client partners' unbridled enthusiasm about how it helps them with both internal auditors and NCUA examiners. In addition to providing detailed reports, OpCon/xps can even email reports directly to auditors as documentation that the bank is adhering to their policies and procedures perfectly.

Whether it is helping banks manage their risks or improve their productivity, SMA can automate thousands of tasks from one centralized point. Finally, SMA guarantees banks a remarkable and fully documentable ROI delivery whether OpCon/xps stands alone OR you engage our EnCompass™ managed IT services program.



**Michael W. Taylor**  
CEO

**Michael W. Taylor** has played an essential role in the ongoing evolution of SMA's presence in the automated workload management, event management and job scheduling environments. He is actively involved in all aspects of the company's business development and sales efforts in support of customers around the world. He joined SMA in 1981 and has held various computer operator and programming positions in the Houston office. In 1995, Mr. Taylor advanced to Vice President of Sales, in 1996, he became Executive Vice President and in 1997, he was named President of SMA. Mr. Taylor attended Texas A&M University in the computer science/information systems curriculum. Mr. Taylor also serves on the Board of Directors for SMA.



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