

Union Bank uses OpenLegacy to integrate mainframe into new digital platform

With OpenLegacy, the mainframe can now power personalization of digital consumer experiences

**10x**

improvement in
time-to-market

5

use cases delivered
in two weeks

Union Bank is one of the top 20 U.S. banks and part of the one of the biggest banking groups in the world. It offers personal, business, commercial, and private banking services in 398 branches across the western United States. The bank is actively pursuing several digital transformation initiatives, including seamlessly integrating its mainframe into its new digital platform.

Banking ■ Digital Transformation ■ API Caller ■ CICS ■ Mainframe ■ Kafka



The Challenge

Leverage the mainframe as a key part of the new digital environment

Union Bank has long had a clear set of strategic objectives for its digital transformation initiative:

- **Innovation.** Deliver new offerings, including services provided by an ecosystem of third-party applications enabled by open banking
- **Personalization.** Provide personalized experiences and product recommendations – enabled by a consumer-centric data model and enriched with analytics and AI capabilities
- **Regulatory compliance.** Role out industry-leading security and fraud detection measures, and be prepared to meet complex and changing regulatory requirements.

All of these initiatives have the potential to deliver long-term growth and differentiation for the bank. But they rely on a seamless integration between the bank's core systems and digital layer – and at the outset of Union Bank's digital transformation journey, building digital applications on top of the bank's mainframe infrastructure was slow and error-prone.

The bank knew that it needed to implement a modern, cutting-edge, event-driven digital architecture and enable automated mainframe API creation and deployment. But due to layers of complex middleware, the project was expected to take months.



The Solution

After evaluating various options, Union Bank decided on an event-driven architecture using Apache Kafka for its ease of installation and maintenance, cost-effectiveness, and responsiveness to changing consumer needs.

And the bank partnered with OpenLegacy to integrate mainframe functionality into its new event-driven digital architecture. The OpenLegacy team immediately recognized the opportunity to connect directly to the CICS, bypass middleware complexity, and automate much of the microservice and API creation.

OpenLegacy used its patented microservices-based API platform to provide quick and easy communication between the existing COBOL infrastructure and new digital applications. And with OpenLegacy's API Caller, the Union Bank's system could directly call an external API from a CICS mainframe application – enabling the mainframe to fully participate with all modern digital architecture.

Within a short two-week pilot, five different use cases were up and running, including the mainframe as a provider and consumer of Kafka events and REST APIs.



The Result

Thanks to the OpenLegacy partnership, UnionBank supported the new event-driven architecture in record time – accelerating time-to-market by an estimated 10x, while allowing the team to adhere to DevOps and agile principles.

Excited by their early wins, Union Bank will standardize OpenLegacy as the platform for all digital initiatives. The roadmap includes an ambitious plan to make the bank's mainframe a "first-class digital citizen," capable of both powering and consuming information from digital applications.

For example, when call center operations experienced COVID disruptions, Union Bank accelerated the rollout of 24/7 chat functionality on their website. Critical information from digital customer service interactions should be stored alongside other account data to facilitate regulatory compliance and deliver a complete picture of each customer.

Ultimately, OpenLegacy will help Union Bank harness the power of its mainframe as it charts a path towards digital innovation.

About OpenLegacy

OpenLegacy offers a cloud-first legacy modernization platform.

OpenLegacy Hub delivers high ROI with a simple, disruption-free, method to generate, extend and manage digital services from legacy systems to the cloud. Jumpstart and optimize your modernization journey and follow it through, no matter the chosen strategy: modernizing in place (hybrid), rehosting/replatforming or even replacing and rewriting the entire application.