



Replacing Systems of Record with Systems of Engagement

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RBC

March 1 2018

Today's Agenda

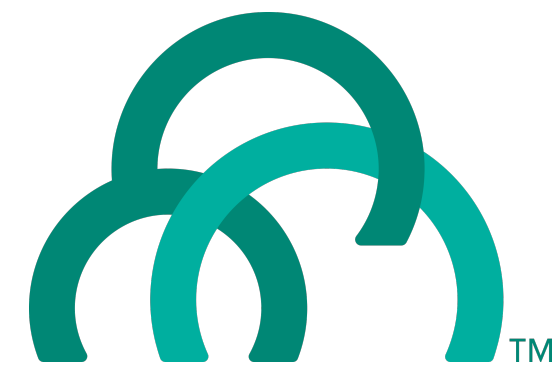
- Exploring System of Records and the need for Systems of Engagement
- How we are winning with Systems of Engagements
- Business use Cases powered with data and analytics



Cloud Platform Engineering Team

Cloud 2.0

Our Stack



RBC Integration Pod
(RBC Data Center - SCC/GCC/GCC LAB)

EMC Hyperconverged VxRack

Software Define Compute
(VSphere)

Software Define Networking
(NSX)

Software Defined Storage
(ScaleIO)

High Performance VMs

Release Toolchain

Product Management
(Enterprise Jira)

Product Documentation
(Enterprise Confluence)

Chatbots
(Enterprise FlowDock)

Code Collaboration
(Enterprise Github)

CI/CD Pipelines
Ansible, Jenkins-PCF)

Application Monitoring
(Ruxit- PCF)

Platform Monitoring
(Prometheus-VMs)

Confluent Kafka - Event Fabric

Mainframe Producers
(SQData)

Standard Producers / Consumers
(Kafka Connect)

Pivotal Cloud Foundry

Custom Producers
(Spring Cloud)

Event Microservices
(Spring Cloud)

Custom Consumers
(Spring Cloud)

SSO Library

Svc Discovery
(Eureka)

Redis

Circuit Breaker
(Hystrix)

PCF Metrics / Logs

App Config
(Config Server)

Secrets Store
(Vault)

Mainframe Stores

DB2

IMS

VSAM

Distributed Stores

MSSQL

Oracle

Sybase

Sybase

Hadoop

Platforms

WAS zOS

Jive / WCM

Vendor Products

IBM MQ

Solace

Elastic Cloud Enterprise

ElasticSearch

Kibana

X-Pack

EMC Cloud Storage

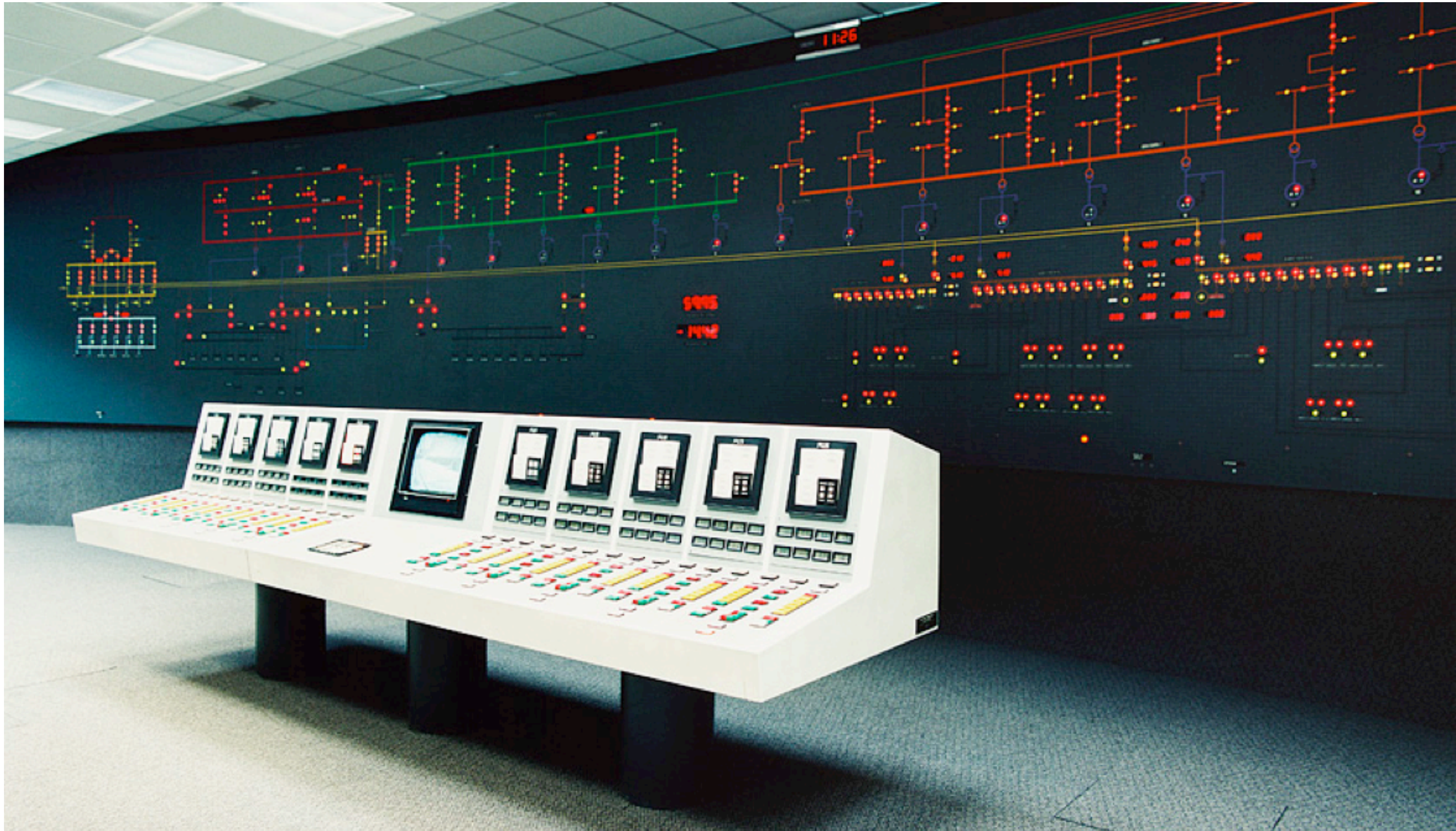
S3 Object Storage

Quickly realized the need for ECE

What do I mean by data driven insights

Years of accumulated data

Centralized data managed infrastructure





What is a system of record?

{ A data management term for an information system that is the authoritative data source for a given data element }

We describe it as "Accumulated Assets"

Rich. Centralized Data

So everything is good. Let's get with the insights...

Data is in very complex systems

So if Mainframes aren't the problem? What is the problem?

How does our business see these System of Records?



How does our Project team see these System of Records?



The result? Not the agile development the business was promised

How do we bridge the gap between Cloud and System of Record?

How do increase the value of our systems of record?



Enter the System of Engagement!

Webster's dictionary defines System of Engagement...



We define it as “freeing the data”

Building fit for purpose data repositories

What makes Systems of Engagement a better fit for Cloud?

How do we feed data into a System of Engagement?

CDC



Figure 1-1 The IBM z14



Figure 1-1 The IBM z14

CDC



kafka

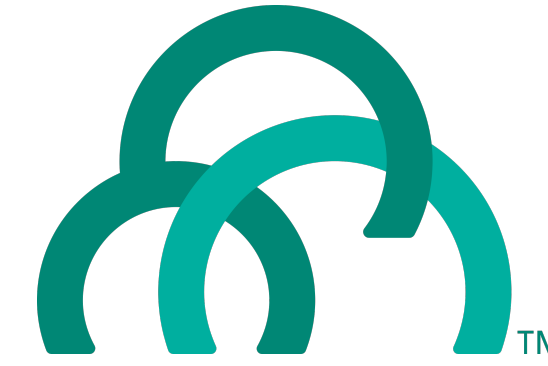
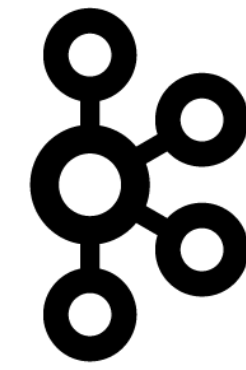




Figure 1-1 The IBM z14

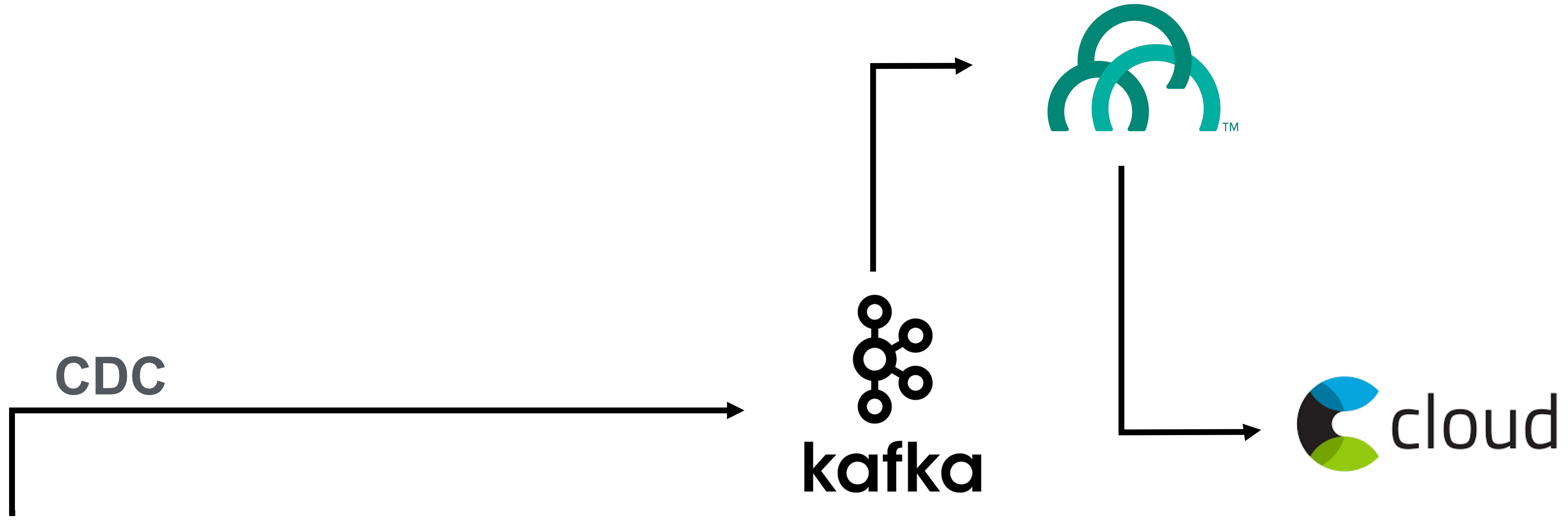




Figure 1-1 The IBM z14

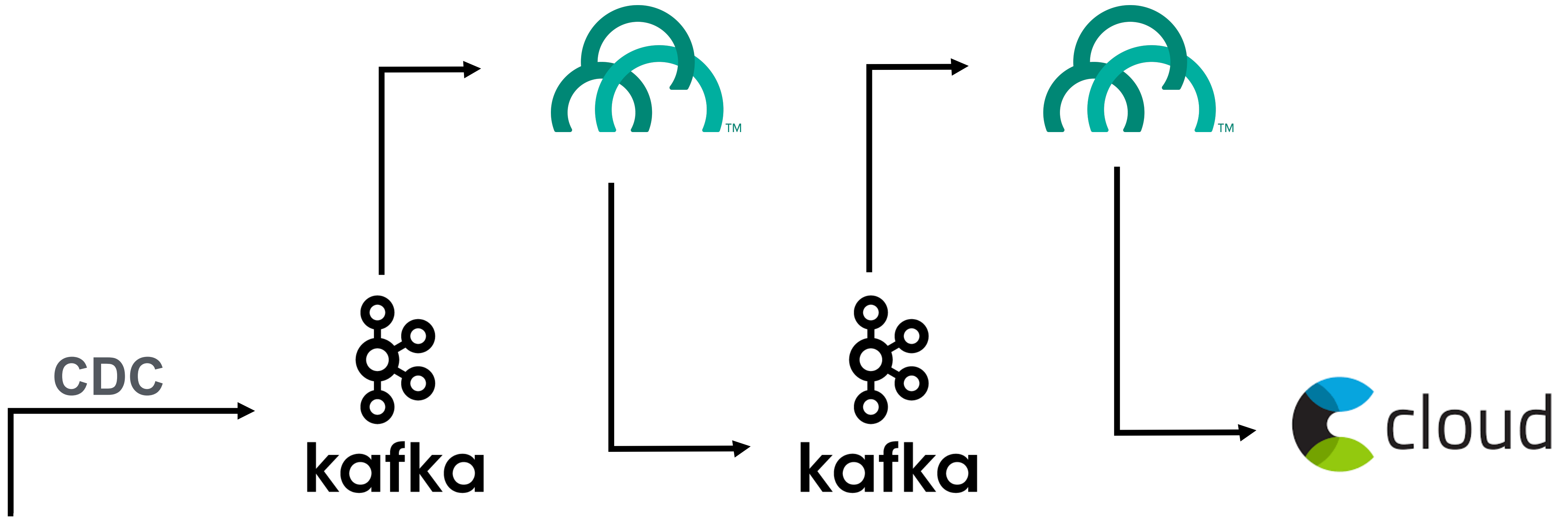
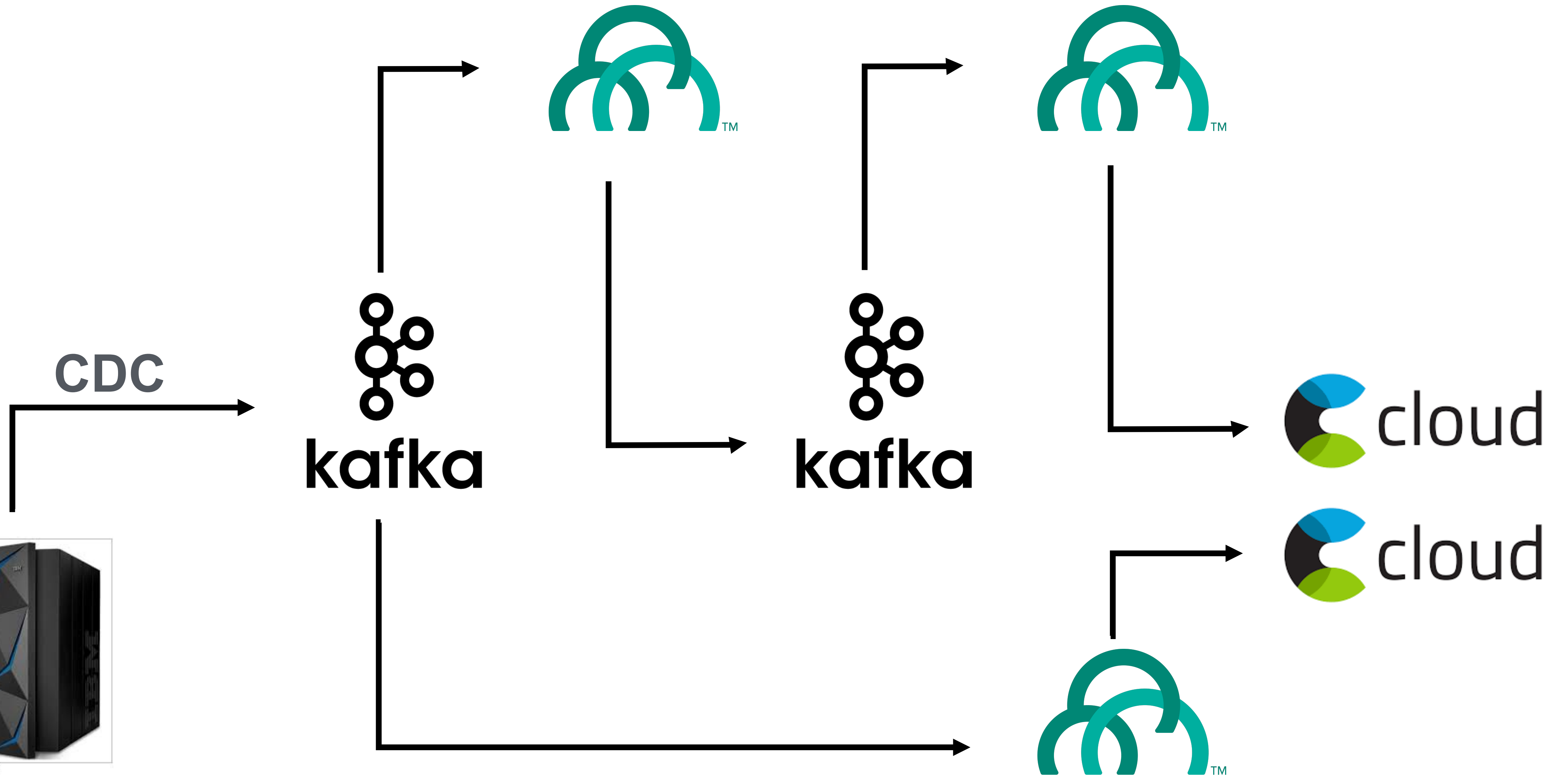




Figure 1-1 The IBM z14

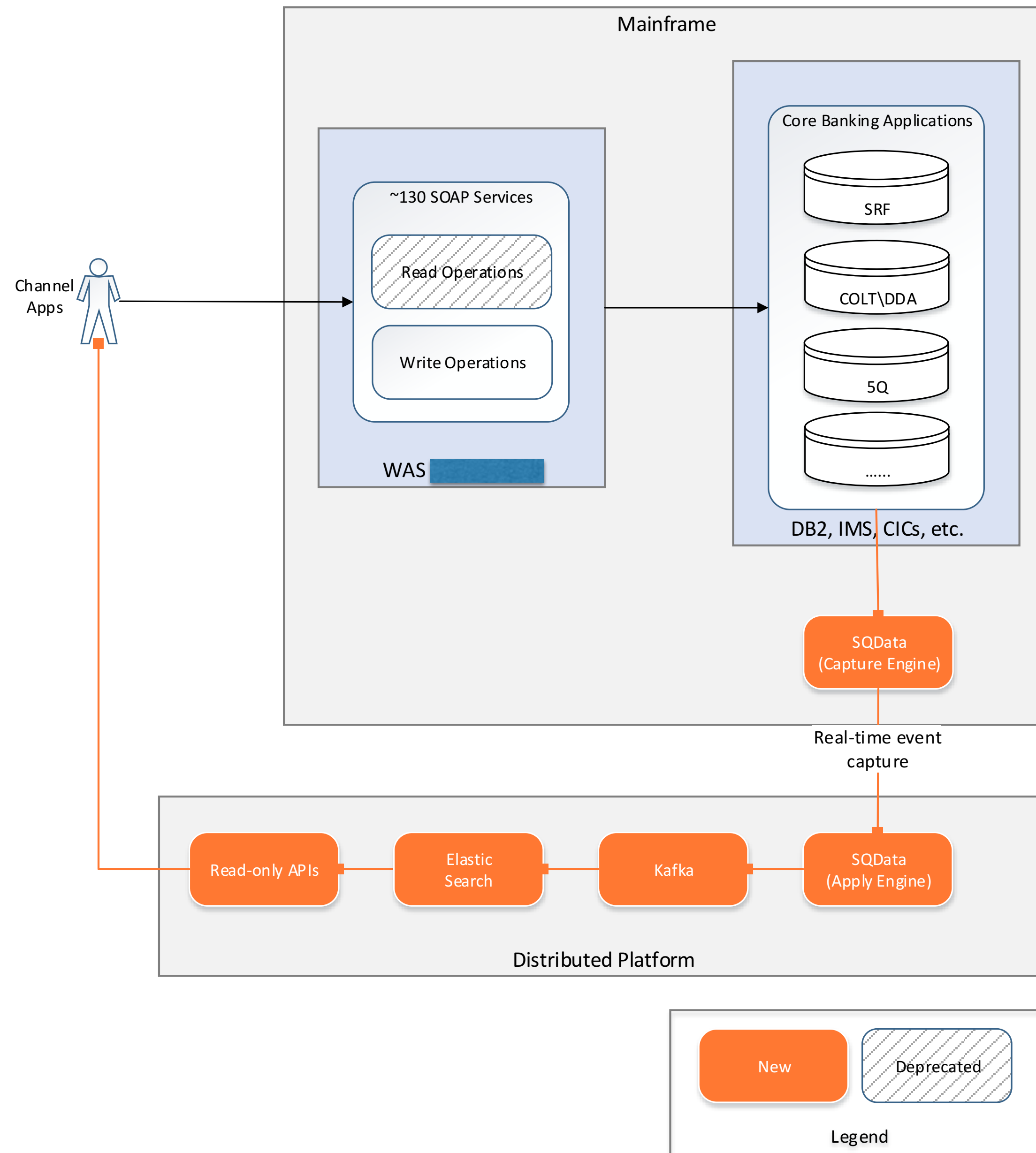


Evolving from Systems of Record to Systems of Engagement

Let's talk about the use cases

Mainframe read reduction for Client Profile Search

Cost reduction



Corporate Real Estate

Lease Overview

Overview

Details

Search

SqFt

SqM

Print

Reset

Lease Status:

ACTIVE, PENDING

Add a filter

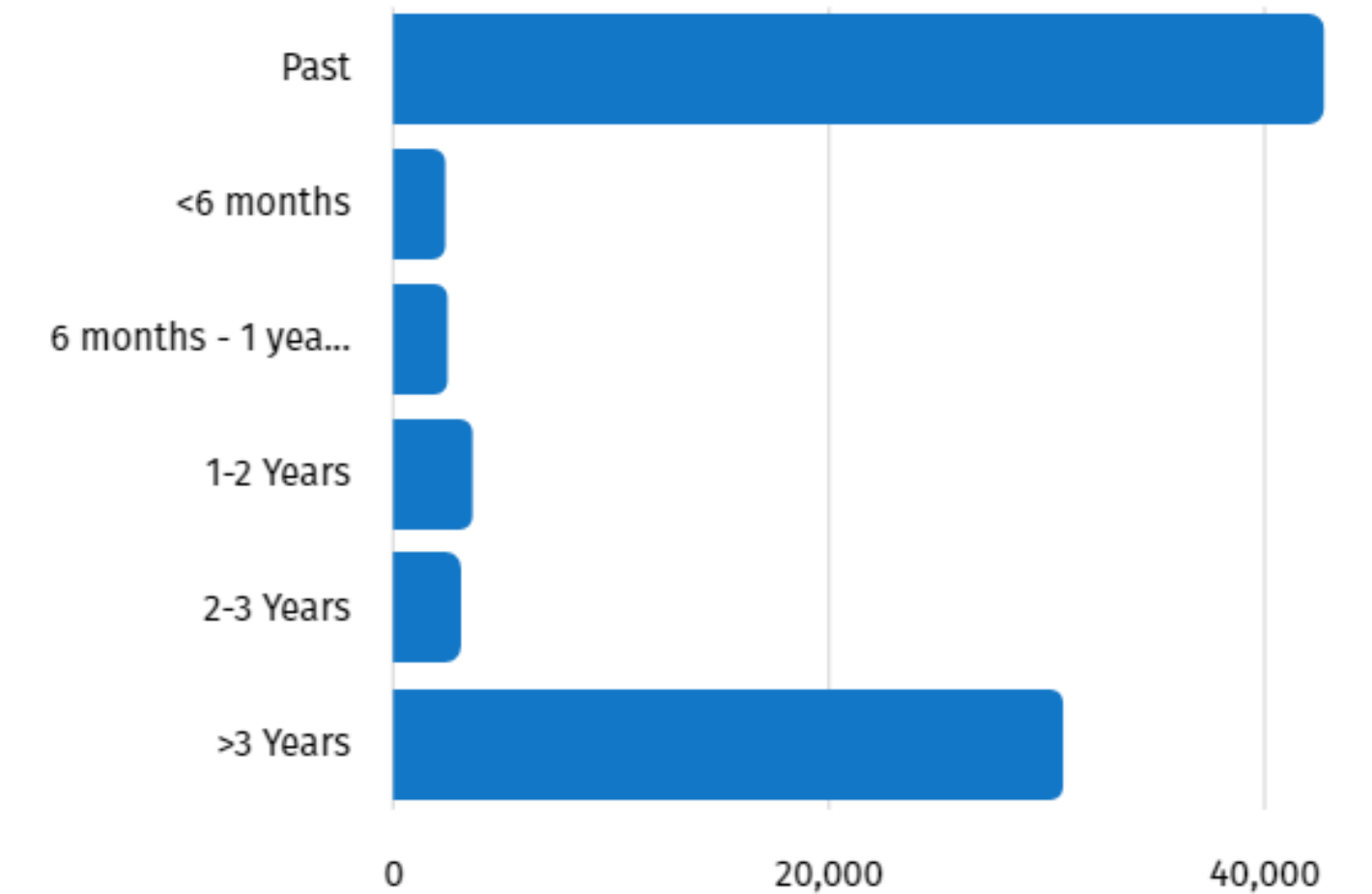
Apply Now

Portfolio by Region

Export to CSV

Region	Number of Properties	Number of Leases	Rentable Square Feet
CANADA	1,649	1,926	446,241,343.57
UNITED STATES	336	359	147,869,740.00
CALA	168	173	9,172,483.03
EMEA	33	40	36,833,140.31
APAC	16	20	5,127,183.09

Lease Counts by Last Notice Date



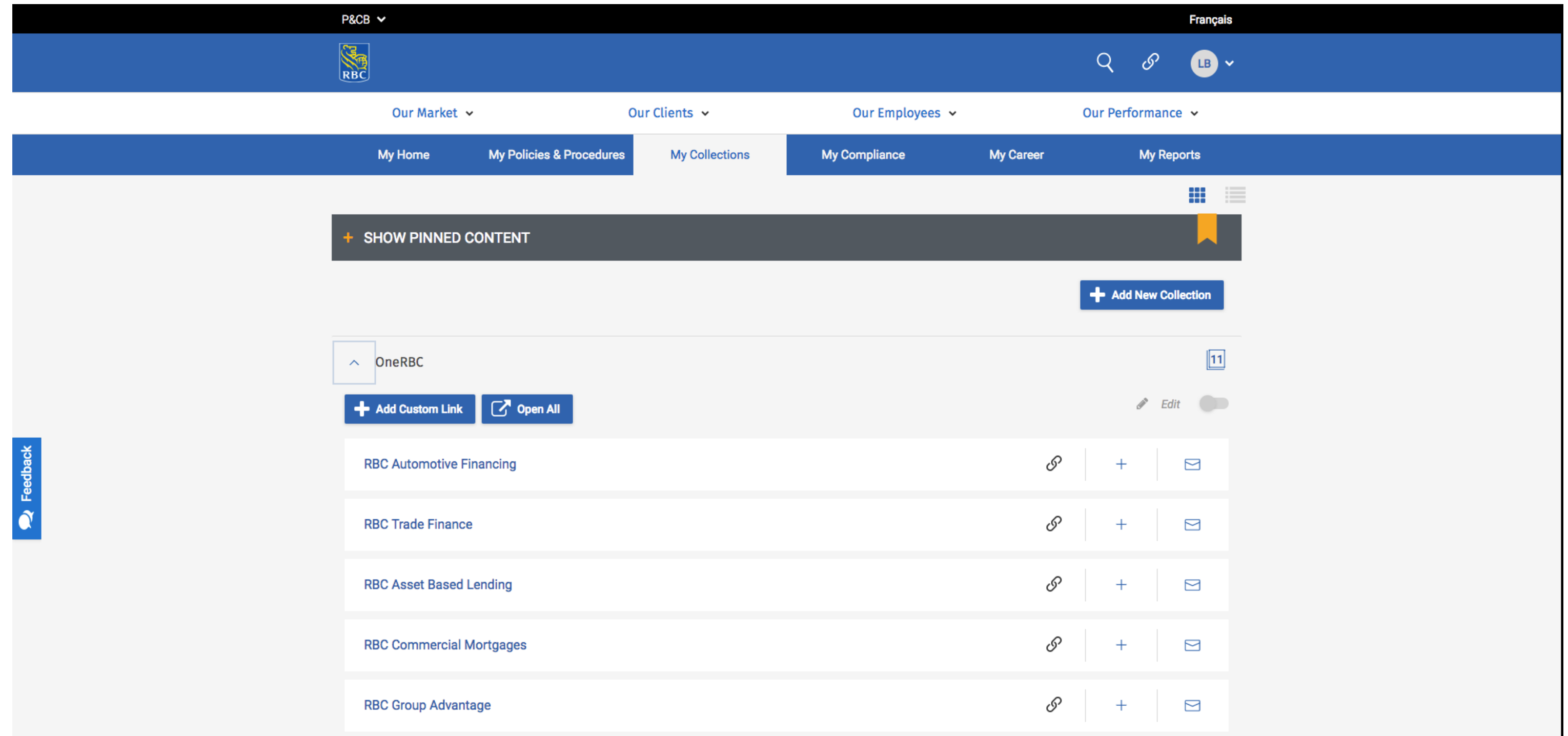
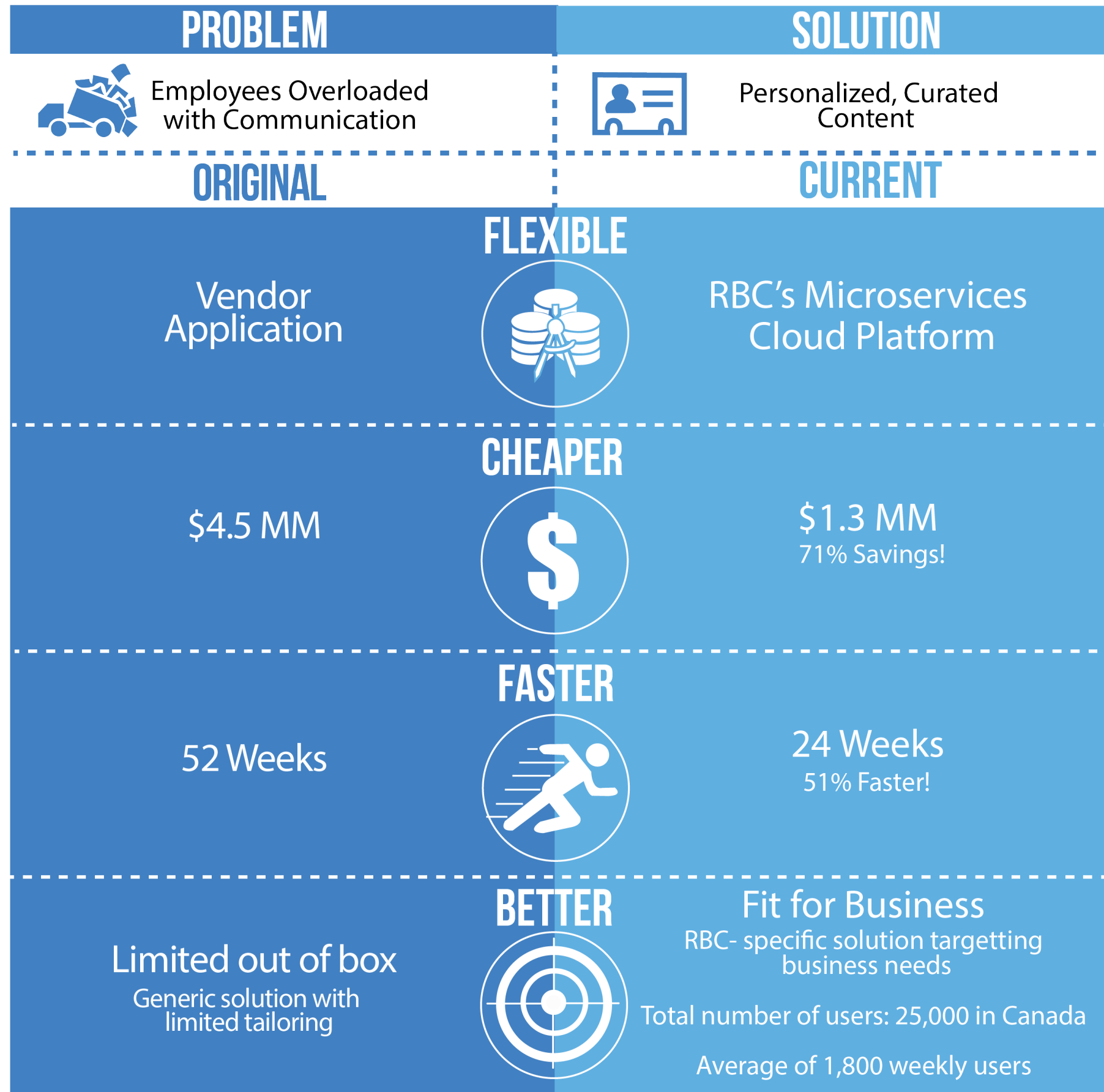
Lease Count by Lease End Date

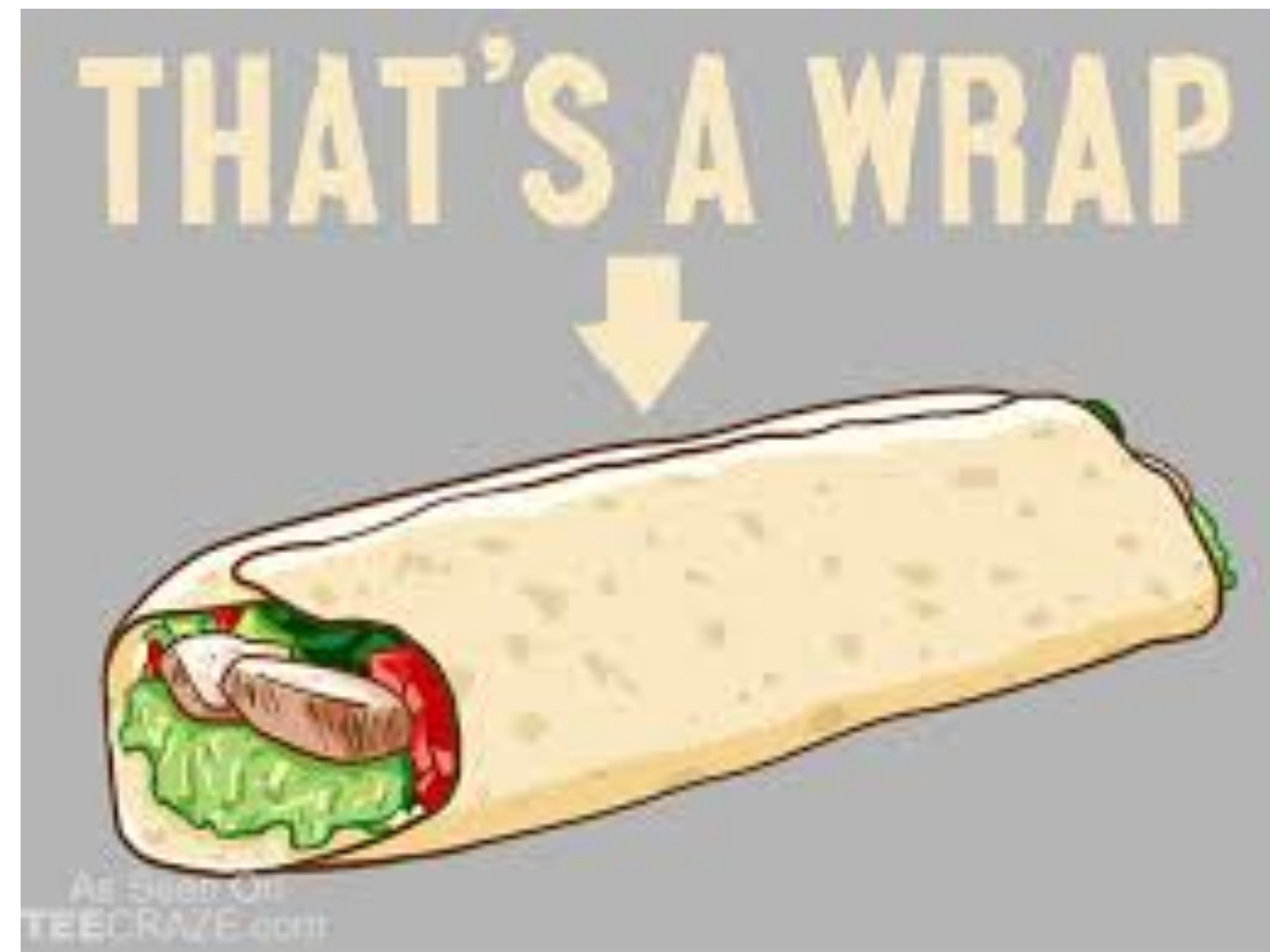


Project Oxygen

WHAT IS OXYGEN?

Oxygen is an app with a singular purpose; to help users find the information they need for their role. It aggregates all the different pieces of information that a sales person in the bank needs and curates it by role, region, and line of business that the employee belongs to.





More Questions?

Visit me at the AMA



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