

## SunGard Trust Systems, Inc.



### A Vital Application for Banks, Featuring 3780Link

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#### Highlights

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*3780Link combines full-featured IBM 3780/2780 terminal emulation and RJE communications with a modern graphical user interface. Intuitive menus allow for easy, efficient interactive operations, and a powerful script language supports automated, unattended sessions. Available on all of today's widely used platforms, 3780Link is easy to configure with simple input screens.*

***"Serengeti's 3780Link is a huge contributing factor to our success. Our 500 bank customers rely on us to communicate with them twice every night, while they're at home. 3780Link is directly responsible for our ability to provide this hands-off automated operation; without it, our product wouldn't be what it is."***

**Fred Newton  
VP of Systems  
SunGard Trust**

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#### Automated Remote Processing of Trust Account Data

For the typical bank, monitoring the value of trust accounts is a key operation—and a complex one at that. The average account is invested in a variety of stocks, bonds, and other securities, with values that fluctuate with the daily whims of the market. What's more, a single stock holding can be spread across ten or fifteen different accounts. When you're managing hundreds of these accounts, that's a lot of data to process and track on a daily basis—yet when a customer calls to check on a balance, your business depends on being able to respond. On the spot, and on the money.

That's why more than 500 small to mid-sized banking institutions throughout the U.S., managing

hundreds of trust accounts each, turn to SunGard Trust Systems, Inc. These banks rely on SunGard for the daily information that enables them to monitor trust values precisely, efficiently, and with ease. Bank employees post buy/sell transactions, income map redistributions, and other trust data using SunGard's trust accounting software product, which is installed at all SunGard customer sites. Then, each night, a mainframe at the Charlotte, North Carolina-based

SunGard Data Center places calls into the customer sites, extracts input transactions, and interfaces this data against market pricing information to calculate account values. The updates are sent back to the customer sites and are available during the next day's business hours for checking account status and running inquiry reports. In addition, SunGard's Portfolio Account Link (PAL) add-on product enables SunGard customers to provide their own customers with 24-hour online access to account data via the world wide web; many of SunGard's clients are snapping up this Internet option.

The beauty of the SunGard system is that it offers hands-off automated operation—rock solid mainframe account processing that occurs while the bankers and their employees are out of the office or even at home asleep. "This is crucial for our customers," says Fred Newton, vice president of Systems Support at SunGard Trust, a 180-employee wholly-owned subsidiary of SunGard Data Systems. "Without an extremely powerful, reliable communications mechanism, there is no way we could make it happen."

**3780Link™**

**3780/2780 RJE Emulation**

## A Vital Application for Banks, Featuring 3780Link & SunGard Trust Systems, Inc.

Which is why, since 1990, SunGard has used Serengeti Systems' 3780Link as a cornerstone of its trust accounting solution. "3780Link gives us everything we need to fully facilitate the unattended sessions," says Newton. "Its state-of-the-art scripting language, robust error detection and correction capabilities, and overall reliability make 3780Link indispensable—for us and for our customers."

### 3780Link Scripts: A Foundation for Unattended Operation

Since the SunGard mainframe automatically calls 500 customer sites every night—starting with east coast banks as they close for the business day—the downloads and transfers must be synchronized, predictable, and highly reliable. Eighteen locations are dialed at a time, with, on average, two or three minutes needed to input data to the mainframe and 10 minutes for output. Processing time takes around five minutes. 3780Link scripts, which automate the entire range of 3780Link operations, "give us total control over the execution of the file transfers," says Newton. "All you have to do is initiate the thing—3780Link takes it from there."

So comprehensive is the 3780Link scripting language that SunGard "obtains tremendous benefit without even using it to its fullest potential," says Randy Bullard, senior technical analyst at SunGard. "The language lets us go in and receive either print or punch data, and continue to receive until the job queues are empty."

As it was implementing 3780Link, SunGard used Serengeti's sample script files as templates. And SunGard found writing its own scripts to be a

painless process: Serengeti's thorough documentation, says Bullard, "goes through each statement and provides informative, easy-to-follow examples."

### Error Detection and Recovery: A 3780Link Strong Suit

"We must communicate dependably every night," Newton says. "With 500 locations, you can't have a lot of failures." Yet glitches are inevitable; line quality differs tremendously across the country, and any line can hit a patch of static. Communications software has to detect the receipt of improper data, then initiate a retransmission. SunGard's mainframe handles this at the SunGard end, and—again, because its powerful scripting language—3780Link takes care of it at the bank sites.

"You never know how many files our mainframe will put out for a site to download," says Bullard. "So that we can be sure they've all been received, the scripts let us wait for a time-out error signifying that no more data is there, then test for a specific error code and branch to another section. Each time, the system either displays an error message or performs a graceful exit." When 3780Link detects an error, it branches back up to the send command and resends the file. It also checks errors and performs appropriate actions based on error codes. A log file is used for problem diagnoses, with a daily audit process ensuring that the database updates are received and written properly at each bank site.

### Multiplatform Support for a Diverse Customer Base

SunGard provides the identical functionality across all customer

locations. The same scripts are used for each of them, regardless of the specific customer hardware configurations and networks. "This is a key benefit of 3780Link," says Bullard. "It supports all the platforms in our customer environments, including Windows 3.1, Windows for Workgroups, Windows NT, and Windows 95. In fact, Serengeti was probably the first to offer 3780 bisync communications support for Windows 95 and NT. This has given us the ability to implement our solution efficiently for newer customers."

"Plus," adds Newton, "the latest version of 3780Link supports Hayes AutoSync, which is a software-only solution for bisync connectivity. AutoSync lets our customers use the same modem for all of their communications needs—including robust communication via a mainframe-type protocol, as well as more typical on-line services and the Internet."

### About Serengeti Systems

Serengeti Systems is the recognized leader in Binary Synchronous Communications (BSC) technology and Remote Job Entry (RJE) PC-to-mainframe connectivity. The company has developed micro-to-mainframe communications products for Windows, OS/2, MS-DOS, UNIX and AIX systems since 1986.

Give Serengeti a call, and find out why customers like SunGard Trust Systems choose Serengeti as their communications provider. For more information about SunGard's powerful trust accounting solution for the banking industry, call 704/527-6300 or see the SunGard website: [www.sungard.com](http://www.sungard.com).

**Serengeti Systems**

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**[www.serengeti.com](http://www.serengeti.com)**