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CASE STUDY
Wells Fargo



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Wells Fargo Equipment Finance, Inc.

The world just keeps changing for David J. Babatz, Vice President of Technology for Wells Fargo Equipment Finance, Inc. (WFEFI). As if the day-to-day demands of ensuring data integrity for the banking giant's equipment leasing operations weren't challenging enough, recent years have brought a rapid succession of major regulatory changes and new requirements, necessary revamps of key business processes, and portfolio mergers. Fortunately, WFEFI has an excellent longstanding relationship with International Decision Systems (IDS), and Babatz has been able to successfully address many of these significant challenges using the software solutions and services IDS provides. Having run back-office operations on IDS InfoLease® for approximately 28 years, WFEFI has found that other tools offered by the company are equally indispensable for business productivity and efficiency. While a recent conversion to Rapport™ from IDS has streamlined front-end operations and expanded origination capacity, other key tools such as Integration Manager, also from IDS, have been instrumental for accurate reporting and regulatory compliance projects.

"We continue to do much of our reporting with DataStage™ from Ascential Software, and we have recently added IDS Integration Manager to the mix for a range of important projects, including many that are driven by regulatory compliance issues," says Babatz.

For example, the Basel II accords required that, as a division of one of the top six US banks, WFEFI must have federal tax identification numbers (TINs) on file for all customers by the beginning of 2004. Babatz explains that they weren't previously required to track that information, and so recorded only what was necessary for their 10,000-plus customers.

Historically, such a large "batch update" project would likely have required engaging IDS or other UNIX programmers to write a program specific to the mission. With Integration Manager, however, the company was able to send letters to customers, have its own staff update spreadsheets, and then perform an automated update of all InfoLease records. Similarly, Babatz says, "Many types of information updates that previously had to be done at the Administrator level can now be done reliably at the end-user level in our organization.

David Babatz points out that data integrity is more important than ever today, because his company shares that data with so many other people and groups. "Owning both DataStage and Integration Manager helps us handle data very effectively, and give that data to our partners with great confidence. These tools keep us well equipped to handle regulatory changes like those that have come about with Basel II, the Patriot Act, and more."

Wells Fargo utilizes the power of Integration Manager in its collections as well, taking advantage of real-time data updates and synchronization. This works well for ensuring time-sensitive events like payment entries and late charge waivers are recorded all the way through the system.

As for future regulatory changes, David Babatz sees no end in sight. He says he is extremely glad to own a full suite of software solutions from IDS and its strategic partners, and that each tool has a valuable place in WFEFI's operations. "It's not only that we save time and money with these tools," he notes, "it's that we can readily ensure data integrity in all areas of our business. When we have a need for a 'data fix,' that need can often be fulfilled in just a few days, with little or no out-of-pocket expense."



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