



# Virgin Money Scales Workloads 9x and Empowers Business Analysts

with Upgrade to Redwood Cloud

Case Study



## Region

UK

## Industry

Financial Services

## Size

Serves 6.5 million customers,  
£1.34 billion revenue

## Solution

Redwood RunMyJobs

## Results

Scaled to 9x growth in transactions and process executions

Empowered business analysts with self-service access

Reduced maintenance to focus on IT and business innovation

## Company Overview

Virgin Money UK takes a digital-first approach to serving its 6.5 million consumer and business customers across Great Britain with a leading technology platform geared to deliver exceptional customer experiences across products including checking, mortgages, retirement funds, investments and insurance.

Virgin Money supports that vision with innovation in its back-end IT infrastructure, including its use of Redwood automation software for more than two decades. In 2013, Virgin Money became an early adopter of Redwood's cloud-native Business Process Automation, building on successes it achieved with Redwood's on-premises solution.



## Business Challenge

Virgin Money first deployed Redwood's on-premises solution around 2000, replacing a legacy system for workload automation and job scheduling. Redwood delivered the reliable automation and scalability that Virgin Money needed amid growth in customer transactions through a homegrown customer management system (CMS).



Virgin Money achieved transformational improvements with the Redwood on-premises solution. For example, it reduced overnight processing time for customer transactions by 80%, from 11 hours to just 2.5, without errors and interruptions suffered with the previous system.

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In fact, Redwood performed so well that Virgin Money kept delaying updates to the on-premises solution in favor of higher priorities, ending up several versions behind. Then, as part of a data warehouse refresh project, Virgin Money opted to migrate to Redwood's cloud-native Business Process Automation solution rather than updating the on-premises software in order to eliminate the distraction of ongoing maintenance and ensure high levels of uptime. Graham Wiffen, Business Systems App Manager at RS Components says, "Each day, we have orders placed every five minutes. We needed to ensure that our supply chain was operational during the transition so we could fulfill orders and satisfy customers."

## Cloud Migration

As part of the migration, Virgin Money IT staff took the opportunity to inventory Redwood processes and standardize naming conventions. They also utilized Redwood templates to build reusable process definitions and process chains, and overhaul and simplify the automation environment.

The Redwood migration initiative was a component of a broader four-month modernization project involving a data warehouse refresh, new hardware and storage management systems, and database migration.

"Migration to Redwood's cloud platform was straightforward, smooth, and relatively simple and stress-free," says Daryl Arnold, infrastructure specialist and a 23-year Virgin Money IT veteran. "We were able to make sure that everything ran in a development environment before pushing it into production."

## Solution

By moving to the cloud with Redwood, Virgin Money gained new flexibility to run automation agents across multiple hosts and environments, with centralized monitoring and visibility through a "single pane of glass." That eliminated the risk of single points of failure, and gave Virgin Money better availability and resilience, Arnold notes.

Meanwhile, devising failover mechanisms is now possible through a simple change to the queue, rather than making changes "here, there and everywhere," as Arnold puts it.

"Upgrades are automatic, and there's less maintenance and troubleshooting. With Redwood in the cloud, I don't need to be logged on to my work network to manage and view schedules. I can do that from anywhere in the world."

## Results

Virgin Money has realized remarkable results with its migration to cloud-based Redwood Business Process Automation that save the company time and money while supporting exceptional customer experiences.

### Scaled to a 9x increase in transactions

Since the cloud migration, Virgin Money has seen its volume of customer transactions soar from 7 million to 60 million a day, up nearly 9x. Process executions have risen from 5,000 to 40,000 a day. Redwood Business Process Automation hasn't missed a beat.

### Empowered business analysts

For Arnold and his team, a big benefit of the cloud upgrade is the new ability to empower semi-technical business analysts with limited self-service development access. As a result, the Redwood user base at Virgin Money has expanded from five IT staff in the on-premises days to about 40 IT and business users of the cloud solution.



Taking advantage of ease of use in the low-code platform, business analysts are able to directly apply their deep business knowledge without going back and forth with IT on specifications. Meanwhile, the IT workload is trimmed to allow more focus on innovation.

### Accelerated initiatives with ease of use

Templates, reusability and visual drag-and-drop process chains in Redwood Business Process Automation equip both IT and business analysts to quickly move automation initiatives from the drawing board into production.

### Adapted to changing application environment

Flexibility in Redwood Business Process Automation helped Virgin Money with a large-scale transition from the homegrown CMS built around Oracle Forms. This CMS supported areas including contact management, billing, life insurance underwriting, deposit accounts and investments.

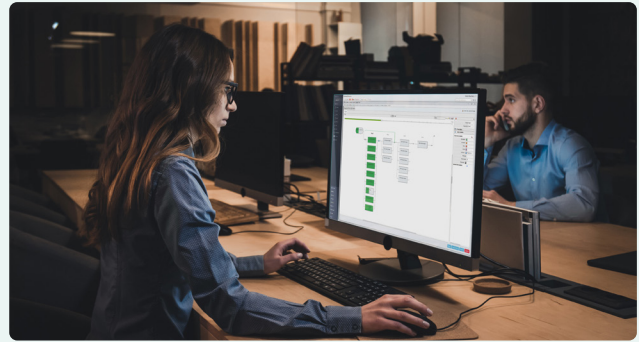
Now, Virgin Money has moved those functions to about eight third-party service providers, with Redwood Business Process Automation solution helping the company pivot as needed.

### Managed complex interdependencies

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Redwood Business Process Automation is very easy to use, reduces maintenance overhead with automatic updates, and has absolutely scaled to our satisfaction. Migration from on-premises to the cloud has definitely paid off for the IT team and our business as a whole.”

— Daryl Arnold, Infrastructure Specialist, Virgin Money UK

## Redwood Customer Support

As Arnold notes, Redwood’s solutions have proven highly reliable and incident-free over Virgin Money’s 20-plus years of use. Recently, Arnold contacted Redwood support for guidance on whether certain import functionality was possible. This functionality would eliminate a manual process and the risk of human error.

“The service from the customer support rep was exceptional,” Arnold says. “He took time to understand my requirement and provided a simple script to accomplish what I wanted. He then went a step further in helping me incorporate the script into existing code.”

“If only more companies were like Redwood... I think this type of customer service is one more thing that sets Redwood apart,” Arnold says.



Moving to Redwood’s cloud-based platform for IT and business process automation has enabled us to focus on innovation and simplification across our IT environment, rather than dealing with maintenance and mundane tasks with server-based software.”

— Daryl Arnold, Infrastructure Specialist, Virgin Money UK

## About Redwood Software

Redwood Software delivers IT, finance and business process automation to help modern enterprises excel in the digital age. Redwood orchestrates and automates business processes across complex hybrid IT environments so enterprise organizations can focus on business agility, cost-efficiency, and customer experiences. Our automation solutions help thousands of organizations across 150 countries execute with speed and precision. Redwood is Where Automation Happens.™



See what Redwood cloud-based automation can do for your IT or business processes.

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