EDB
Postgres AI

Regions Financial Corporation Drives the Future of Banking with EDB Postgres® AI

CUSTOMER: REGIONS BANK

EDB customer since December 2019

Mike Swindle
DBA Manager,
Regions Financial Corporation

CHALLENGE: Modernizing its technology and enabling real-time data processing

EDB SOLUTIONS: Professional Services and Support for enterprise-grade Postgres support

RESULTS: With EDB's support expertise and high-availability tooling for automatic failover, Regions has a modern database infrastructure that can accommodate intelligent AI solutions and processes.

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OVERVIEW

Regions Bank partners with EDB to implement a sustainable database they can easily manage, support and grow with.

Regions Financial Corporation, one of the nation's largest full-service providers of consumer and commercial banking, wealth management and mortgage solutions, was looking to transform and modernize their technology and their database and enable real-time data processing. With hundreds of database platforms to choose from, they needed to ensure their application and tech teams were aligned in the choice of a database that provided flexibility and freedom.

> **" AI will be part of the future.**
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> **Mike Swindle**
> DBA Manager,
> Regions Financial Corporation

One Flexible Database Platform

Instead of adopting multiple database platforms, Region's DBA Manager Mike Swindle hoped to find one vendor with a holistic and flexible database platform that would deliver a wide range of capabilities. As he evaluated platforms, he saw that open source Postgres was ideal because it ran in multiple clouds and would help Regions avoid vendor lock-in. It would also allow them to bring their database back on premises in the future if desired.

"We looked at some of these cloud provider database platforms, and it seemed like each of them had their unique capabilities. But as I got more into the research, Postgres definitely met the bill," Mike said.

Built for Growth

With the majority of banking happening online, it's critical for banks to keep their mobile and web platforms running smoothly. In a recent survey, nearly 80% of adults in the U.S. prefer to bank via a mobile app or website. Mike also knew that Region's system needed to be able to handle large volumes of data without compromising performance, especially when fluctuations in interest rates can drive sudden surges of banking traffic. For example, about one-third of all outstanding mortgage balances were refinanced during the refinance boom of 2020 and 2021, totaling about 14 million mortgages. To handle a challenge like that requires flexibility and scalability, and Postgres is well suited for the task.

Looking ahead, the Regions database infrastructure would need to be able to accommodate intelligent AI solutions and processes. "AI will be part of the future," Mike acknowledges. "Because it's new, it's going to take a while for the industry to adopt it. But we're seeing a lot of traction with it already," he says.

EDB Postgres meets all these requirements and more. "EDB actually gave us more options to consider right out of the gate. This high availability, the clustering technologies, the different data types that it supported, the expandability and flexibility... these were the unique things we were looking for."

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> Regions Financial Corporation
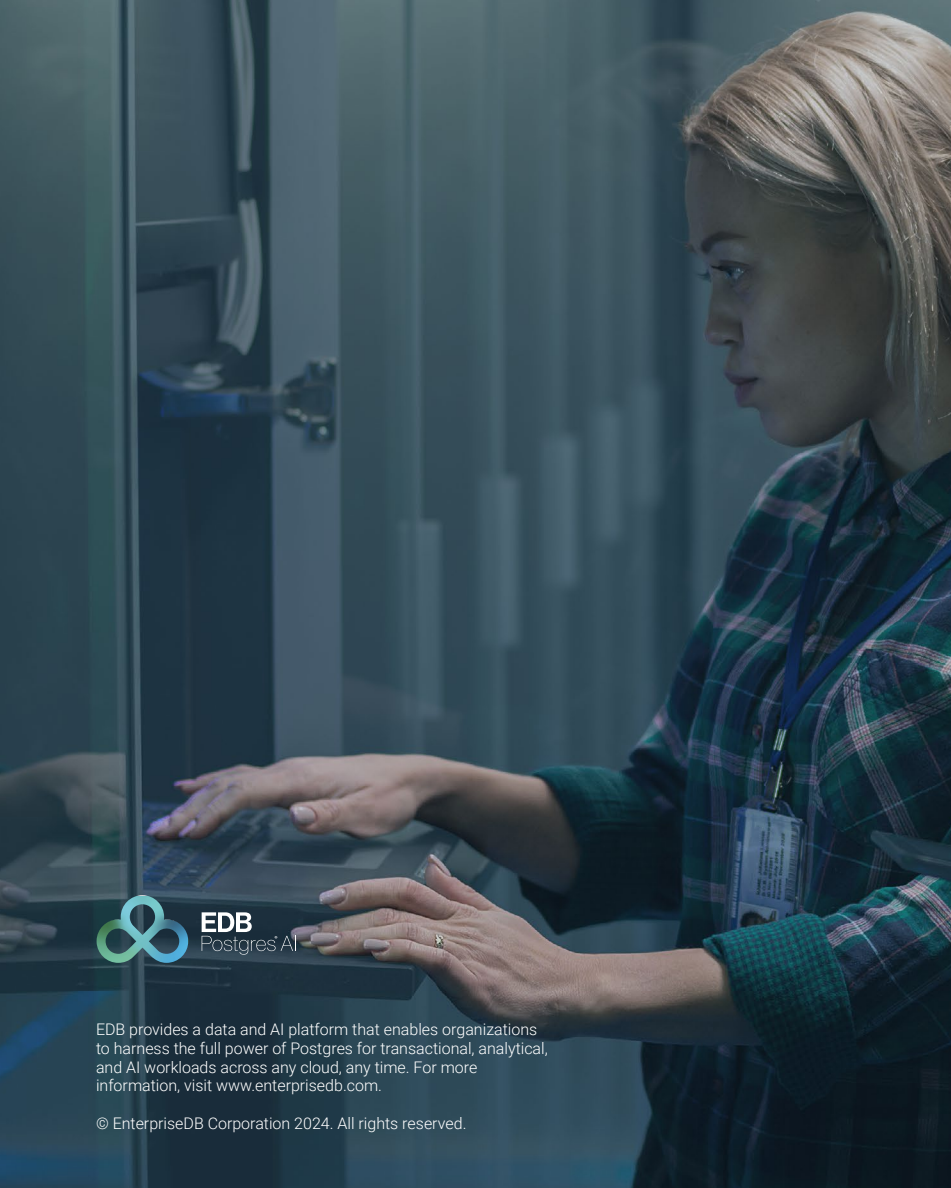
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An Easy "yes" from Management

One of the most important factors Mike needed to address was getting buy-in from management. As Mike acknowledged, "Sometimes there's the notion that with open source, you get this free database platform. But there has to be a support organization in place to help handle problems, especially when you're dealing with over 400-500 applications as a bank."

Fortunately, Region's enterprise architect, cloud center of excellence (CCoE), and operational support teams all reported to the same management, and all saw the value of having database support from EDB.

"One of the beauties of open source with EDB is that EDB provides a support mechanism. Being a financial company, we're taking care of people's money and doing transactions, so we've got to have a support model that can quickly provide a fix. So even though it's open source technology, we've got a good support model that has our back, should we need it," says Mike.

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Advice for the Modernization Journey

Mike's advice for other firms looking to modernize their technology? Have deep knowledge of the technologies and ask the right questions. "One of the things that helped is that EDB's technical experts got on the phone with us and walked us through it and helped us compare EDB Postgres to other compatible technologies," Mike says.

Doing your due diligence is key when bringing a new technology in. A copilot or proof of concept or testing is critical for ensuring the technology works the way you anticipated. "In some cases, you get one chance to make a first impression with a customer, and if your technology isn't very friendly or is troublesome, then you don't get a very good adoption rate on it," Mike says.

Synergy between an organization's tech teams and a holistic mindset can ease the database modernization journey. And external support is just as essential. "Be sure you've got the right products in the right place and the support that you need to sustain it as you grow," Mike says.

"That's what EDB gives us, hands down. They've got a good support mechanism with an open source technology that gives you all these facets that you can take advantage of."

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