

Reduced Operational Cost & Service Excellence for a Leading Eurozone Bank



SITUATION

The customer needed to integrate disparate systems and optimize support services across a diverse application portfolio.

IMPACT

Due to various acquisitions by the group, there were different and varied systems including multiple legacy applications and interfaces. There was a need for integrating and migrating many of the systems into a unified core banking system. Also, lack of knowledge and optimized support services for the applications was affecting the service delivery.

RESOLUTION

ITC Infotech was a part of integration and migration of many of the acquired systems into the proprietary core banking platform and provided support for multiple applications and many modules, which improved the services, knowledge repository and reduced operational costs.

The Customer

The customer is one of the largest banks in the Eurozone. Group has operations in Europe, United States, Latin America, and Africa providing Retail, Corporate, Investment and Private Banking, Insurance, Asset Management and Private Equity.



The Need

Over the past one decade, the customer group acquired 4 leading banks across UK. Each acquisition brought with it diverse, disparate set of systems, which needed to be migrated and integrated into the unified proprietary core banking platform to bring in synergy. The customer also wanted an application service continuity and optimized support services across its varied application portfolio.

The Solution

ITC Infotech was a part of Migration and Integration of many of the acquired systems with the main core banking systems of Banking Group. Systems Migrated supported Personal Accounts, Loans, Cards, Customer Database, Multi-Channel Credentials, Payments, Collections and Recoveries, Wealth Management and Long Term Savings areas.

Technical skills used for Migration and Integration were Mainframe, Java based proprietary framework and BIDW tools. ITC Infotech's Application Maintenance and Support (AMS) services provided high quality support while adhering to the Service Level Agreements (SLA) across these technologies.

Applications supported were in the following functional areas:

- Retail Banking - Accounts and Cards
- Mortgages
- Business Banking
- E-Banking and Portal
- Operational Risk
- Payments
- Compliance & Regulatory
- Financial Accounting and Management Information

ITC Infotech provided the following services for Migrating, Integrating and Maintaining the Applications:

- Well defined Governance Structure and Engagement Structure to suit the project requirements
- Standardized process for requirement gathering, coding and testing during migration & integration. Platform or technology standardization wherever possible
- Detailed Design Documentations, Data model documentation, Build, Data Migration, Unit testing and Component & Integration Testing. Well laid out processes and best practices across all stages of life cycle
- Kept up-to-date relevant technical specifications /documentation with reference to any changes / customization made to the applications by ITC Infotech
- Offshore based batch monitoring services for development and test environments
- Provided regular reports / update for various application errors / performance as agreed with the production support team
- Built utility for reviewing the components as per the bank's QA standards that helped most of the components clear QA during first incident
- Created multiple matrices that indicated the overall system health, the flow of incidents and system availability time hence focusing on providing continuous value added services across the service portfolio

- Monitored queues for any incidents reported / raised. Redirected issues to relevant third parties as and when required
- Provided fix and version control for the production incidents raised by the third-party helpdesk
- Provided effort estimate & development for the new change requests assigned
- On call support on rotation basis

Business Benefits

ITC Infotech has delivered following business benefits for the customer through this engagement:

- Reduction in error data counts, batch completion time and costs. As the number of incidents reduced, overall bank customer satisfaction improved
- Consistently high SLA achievement > 95% across all services
- Seamless migration and integration with minimal disruption to business
- Dedicated support helped testing service and business team perform better
- Effective Knowledge Management leading to minimal knowledge leakage
- Ease of maintenance and service availability due to contemporary technologies for many applications
- As a part of migration and integration, ITC Infotech built reusable components which could be used for multiple migrations. Also created standard reusable templates for project and customer review
- ITC Infotech also provided value additions such as performance improvement, putting fix on repeated failures, etc

ITC Infotech's IT Solutions Practice For BFSI Industry

ITC Infotech has substantial experience and exposure in the BFSI industry and provides IT services and solutions to various financial institutions worldwide. With more than 50% of BFSI technical consultants certified in the Banking domain, ITC Infotech has a comprehensive client list including, Fortune 500 banking clients, lending companies, insurance companies, securities firms and trading houses across the globe.

Driven by a strong leadership team and a large pool of experienced technology consultants, the BFSI practice offers a wide range of IT services, differentiated through proven industry knowledge and robust delivery management. Powered with the domain expertise of consultants in the areas of retail banking, risk management, capital markets, equity trading and Insurance, we offer domain specific solutions catering to current and emerging business needs of BFSI customers.

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