



Build, Operate and Transfer (BOT) model to establish India Captive unit

Leading Danish Multinational Banking & Financial Services Corporation

Client is one of the largest banks in the Scandinavian region and offers a wide range of financial services

- Client engaged ITC Infotech in 2006 to acquire local talent, manage end-to-end development & maintenance of systems, and scalable infrastructure
- ITC Infotech continues to be a strategic partner with a Preferred Supplier status and is helping to build the captive into a strategic unit

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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CHALLENGE

- Client wanted to set up its own captive in India in 2015 to support its transformational goal of building Global Workforce
- Wanted to leverage local & global talent markets to fulfil the skill demand including partnership with colleges/ universities, and strengthen the business continuity and shift coverage

SOLUTION

- ITC Infotech provided 200 resources at the beginning of the engagement and continued ongoing support
- Provided consulting services on technology, domain and training
- Dedicated HR support to ensure quick address of employee issues/grievances
- Dedicated recruitment support to captive requirements
- Provided service across Core Banking, Personal Banking, Business Banking, Markets & Transactional Banking, Wealth Management and CTO Areas

SERVICES

Application Development, Maintenance, Support, Visual Graphics, Project Management, Testing, Business Analytics

BENEFITS

- Quick ramp up of capability to meet surge in resources demand
- Faster turnaround of demand fulfilment of niche skills
- Access to vast technological and functional talent pool
- Minimal initial investment on human capital and training
- Rebadged 90% skilled resources, leveraging the knowledge gained