

# Facilitating Business Expansion for a Global Bank

Multi Country Cash Management solution

Cash@Will™ for a Global Bank

Accounts Payable & Receivables

Case Study

*Existing product/solution was unable to provide scalability and flexibility as per business needs and the bank's expectations. This business need triggered the search for a new product capable of matching the pace of growth.*

## **The Background:**

The scenario dates back to year 2006-07, when the bank floated an RFP for a solution to handle cash management transactions at its various branches in the South East Asia region. The bank was facing challenges in extending its cash management services and customer base due to limited product offering/capabilities and performance constraints around old product in use. Some of the key constraints were:-

- Lack of parameterization for various functionalities Limited
- Multi Country and Multilingual capabilities
- Dependency on manual efforts for processing (Transactions Flow) and reconciliation

There were tremendous challenges due to high maintenance / operational cost and product compliance as per the bank's security policies. Whereas, on the other hand, business was changing rapidly and more robust solutions and key features (like Cheque printing/design, interfacing capabilities and generic product offering) were available in the market with lower operational costs.

The bank required a solution that was scalable, reliable and uniform across all countries in a given region. They wanted to extend corporate cash management offering to a wider network through a common platform for consistency.

## **The Client**

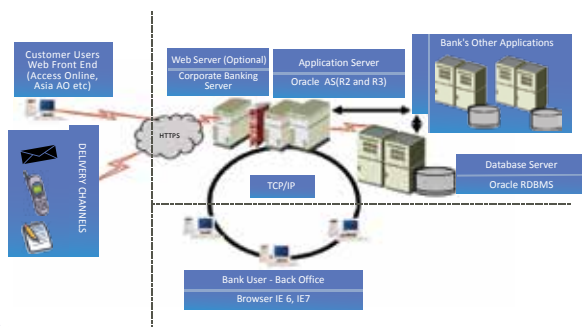
*The client is a multinational banking and financial services company serving customers through its 3700 branches in more than 50 countries spanning across United Kingdom, Europe, Middle East, the Americas and Asia. The bank operates a wide variety of banking brands, offering personal and business banking, private banking, insurance and corporate finance. The International Banking division offers a core banking proposition to multi-national corporate and financial institutions by providing debt financing, risk management and transaction services.*

## The Solution:

Nucleus Software proposed “Cash@Will™”, the Cash Management product from its portfolio to help the bank meet the objective of enhancing their cash management capabilities and operational efficiency. Cash@Will was intended not only to help the bank offer B2B and B2C solutions to its customers for enhanced Cash Management, but also improve their revenue, minimize costs, maximize profits. Some critical factors which ensured the bank team’s decision in favour of Cash@Will were:-

- Best suited to fulfil business requirement of expansion, increasing customer retention, maximising returns & achieving operational excellence
- A scalable solution enough to handle the increased transaction volumes with the introduction of new and innovative products
- A solution that did not add to the costs but helped business in effective cost management
- Facilitated business expansion and differentiated the bank’s offering with quick time to market delivery
- Strong support infrastructure

## Logical View of the Setup:



## CASH@Will™

is a comprehensive cash management product Offering B2B and B2C solution that provides an edge to banks through flexible, speedy and efficient execution of cash management processes. It covers Payments, Receivables, Liquidity Management and Financial Supply Chain Management aspects of transaction banking.

Cash@Will, built on new generation technologies of Oracle empowers banks to offer their corporate customers optimized cash management services, dramatically improving funds collection and inflow forecasting, payment dispatch and funds utilization.

Nucleus Software was asked to implement Cash@Will for the bank in 12 countries (Singapore, Thailand, Hong Kong, Indonesia, Korea, Philippines, Pakistan, India, China, Australia, Japan and Malaysia) on a single source & database model. Central product deployment was to be at its Singapore location and all other countries except Malaysia would connect to Singapore CMS Hub.

For Malaysia, there was a separate deployment due to regulatory restrictions. (Currently Philippines & Pakistan are not using the cash management as the business in these countries was sold by the group).

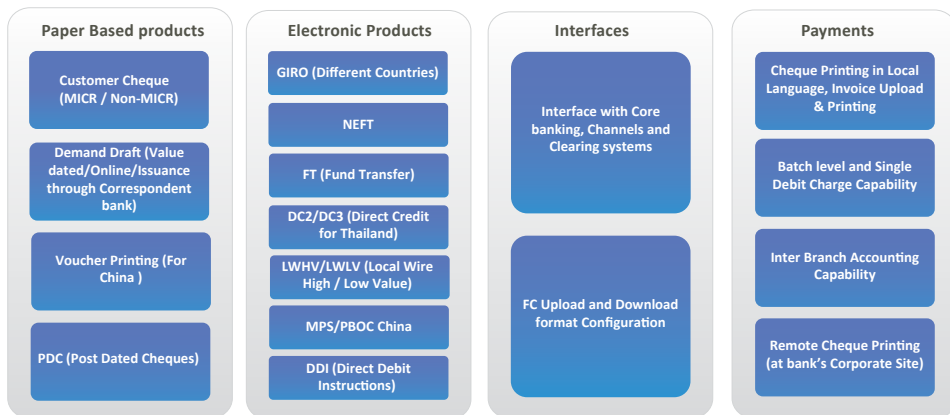
*The South East Asia countries implementing Cash @ Will each had diverse challenges of language, culture, regulations etc. Nucleus Software's solution had to balance these requirements with the bank's objective of bringing in uniformity while maintaining data integrity across the region.*

### **Key Challenges in Implementation:**

- Handling Multi Country requirements in a parameterized fashion
- System Performance in handling parallel activities across countries
- Ensuring data integrity to avoid data sharing across countries
- EOD execution in parallel for multiple countries in different time zones
- Version Mismatch handling as multiple countries development ran in parallel along with production Support
- Catering to multi-lingual requirements on single DB Instance
- Regression testing and Impact analysis for every change
- Unique Interfacing logic for each channel
- Source Management, as it was a Single source code & DB setup
- Stringent and Aggressive Timelines

## Cash@Will Features at a Glance

Multi Country Features	Product Capability Features	Other Features in Payments Module
<ul style="list-style-type: none"> <li>Multi-Currency, Multi Lingual, Multi Browser, Multi Time Zone, Multi Channel &amp; Multi Banking support</li> <li>Country specific features governed through parameterized workflow with Zero Hard Coding</li> <li>Interface with various country specific Core banking systems - Finacle, Score etc.</li> <li>Parallel execution of EOD process for multiple countries</li> <li>Branch and country level Accounting</li> </ul>	<ul style="list-style-type: none"> <li>Seamless integration with Internet banking channels and multiple downstream systems</li> <li>Integrated with the bank's front end channels, so that customers can initiate transactions from front end channels</li> <li>Repair queue for rejected transactions</li> <li>Dual Factor Authentication</li> <li>Robust transaction tracking &amp; reconciliation</li> <li>Cash flow forecasting</li> <li>Dynamic Billing / Generic Accounting / Comprehensive Reporting Engine</li> <li>Intuitive Dashboard</li> </ul>	<ul style="list-style-type: none"> <li>Payment Modes (Paper and Electronic)</li> <li>Generic Workflow (Debit, Printing, Dispatch, Liquidation)</li> <li>Generic Cheque Template Designer</li> <li>Printing / Dispatch / Message Engine</li> <li>Reject Repair</li> <li>Authorization Rule</li> <li>Signatory Set-up</li> </ul>



## Benefits:

Nucleus Software's Cash@Will implementation in the bank helped in Business expansion through new product offerings and consolidation of cash management domain onto a single application. It helped in delivering true value to bank and its customers by introduction of offerings such as Virtual account handling, token based authentication, built upload handling etc.

Cash@Will has been operational in the bank's branches across SE Asia since Nov' 2007, and is being used across 50 branches in 12 countries (10 countries now). It has proven itself to be a stable, scalable and operationally efficient platform for the bank serving an average of 6000 corporate users and facilitating approx 4 million transactions annually.

- Minimal manual intervention in complete clearing process
- Huge saving on data entry effort as setups and transactions are handled by way of uploads
- Country specific flavors such as local language data entry and reporting enabled users to navigate the product with ease

- Faster processing time through fully automated STP, Auto upload /downloads at user defined intervals
- Deployment architecture of single instance supporting multiple countries, leading to
- Cost saving on infrastructure procurement & maintenance
- Single URL across countries

- Seamless integration with internet channels leading to auto pick and auto process transactions delivering quick turnaround & high performance
- Application capable of dealing with both centralized and decentralized processing as applicable in a country

*Cash@Will has proven its capability over time – in terms of scalability, robustness and functionality. Backed with a strong Support team, operations have grown smoother with infrastructure maintenance streamlined even as growth and security requirements have increased. Nucleus Software's commitment to providing consistent value continues to hold true year on year.*

### **About Nucleus:**

*With over 26 years of experience, Nucleus Software is one of the rare India based IT organizations which offers world class software products for the banking and financial services sector. Its value-based culture underpins in everything it does and is consistent across its global operations.*

*The Research and Development team at Nucleus Software works on continuous innovation and relevant technologies to develop robust software products and solutions which exceed customer expectations across the globe. With its flagship product FinnOne™ continuing its run as an international frontrunner consecutively for 6 years, Nucleus Software has path-breaking new products in the pipeline. We also offer solutions such as BankOnet™ and Cash@Will.*



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