



NUCLEUS  
SOFTWARE

# Helping a Global Bank Make More Informed Decisions

A Case Study

15 MILLION

TRANSACTIONS PROCESSED PER MONTH

\$3.1 BILLION

WORTH OF TRANSACTIONS PER MONTH

## ABOUT THE ENTITY

With an asset size of USD 1.8 trillion and serving nearly 200 million customers, the bank is one of the largest financial institutions in the world. The bank has been present in Singapore since 1902 and is deeply embedded in the country's financial services sector with a number of state-of-the-art processing hubs and data centers. Combining local expertise with the strength of its worldwide network, the bank offers a full array of banking solutions from cash management, foreign exchange, trade finance, custody, clearing and loans, to capital markets, derivatives, and structured products.

## BUSINESS NEED

The Cash Management division of the bank needed a data warehouse and business intelligence solution to support their growing operations in Singapore and India. The existing legacy system had long turn-around times on issue resolution while the reporting platform was inefficient with the MIS reports capturing incomplete information, no source control and inconsistent mapping values. The bank was looking for a solution with a lower maintenance cost and powerful analytical capabilities. The solution was also expected to provide more user friendly and customizable reports which could be scheduled and shared on an ad-hoc basis. Additionally, the system needed to help the bank identify potential customers and risks through pre-computing summaries, aggregates and ranking.

1300+



REPORTS DELIVERED

70%



IMPROVEMENT IN EFFICIENCY OF REPORTING PROCESS

45%



REDUCTION IN PROCESS TIMES

80%



IMPROVEMENT IN DECISION MAKING TIMES

### SOLUTION

Nucleus Software conducted a thorough evaluation of the bank's business needs and identified their short and long term business goals. A technical architect was aligned to work on re-engineering with multi-threaded architecture in order to boost performance. With over 240+ man-months of development work in SAP Business Objects (BO reporting), more than 1300 reports were delivered successfully. The new solution offered user-specific information access and exploration. The robust semantic layer made query building easy for the user with an intuitive web-based interface. E-mail notifications could be sent through a secure channel.

### RESULTS DELIVERED

The solution automated the account proofing process providing comprehensive reports for each product. Users could now identify the mismatches in a single space. They could also generate reports on ad-hoc basis using a highly optimized, user-centric BO universe without any prior knowledge of SQL. In line with the bank's functional

requirements, various types of reports such as frequency-based reports and bunching logic report could be developed. This empowered the bank with faster and more informed decision making and also enabled them to efficiently manage higher business volumes, thus making them future-ready.

### THE NEW SOLUTION ENABLES

- Customized development of new reports
- Saving reports in different formats
- Direct execution of SQL queries
- Elimination of Informix by using Business Objects to save on licensing costs and client dependency