



NUCLEUS
SOFTWARE

Revamped Retail Banking Solution for a Leading German Bank

A Case Study

80%

REDUCTION IN DIRECT COST

70%

IMPROVEMENT IN OPERATIONAL PERFORMANCE

ABOUT THE BANK

Founded in 1926, the bank provides innovative products and services to more than 4 million customers across 200 cities in Germany. A market leader in the consumer credit business and one of the largest credit card issuers in Germany, the bank offers a full array of solutions like account and cards, savings and investment, protection and prevention, assets, credit and finance and automotive finance.

BUSINESS NEED

In 2008, the bank was acquired by one of the largest cooperative banks in Europe. There were challenges faced in the transition period since the acquiring bank's IT team had limited knowledge of the existing banking software and the warranty period for the applications had also expired.

The bank was looking for a service partner to manage the transition phase cost-effectively and ensure business as usual for the application in production with no effect on ongoing support, maintenance and execution of change requests. The solution needed to address business requirements that were aligned towards future growth and development plan of the bank.

65%



DELIVERIES WITH 0 UAT DEFECTS

98.5%



SCHEDULE COMPLIANCE

SOLUTION

After a careful analysis and rigorous selection procedure, Nucleus Software was chosen as the preferred service provider for the software transition project. Using a cost-effective managed services model, Nucleus Software provided a solution keeping in mind the bank's current and futuristic business needs. New processes aligned with cross functional teams were setup. After studying the existing connectivity, an increased bandwidth and backup line using VMWare was setup for connecting to the client environment. Extensive trainings were planned and executed for the existing team in order to ensure knowledge spread and reduced risk of attrition.

An onsite engagement model was setup for the client team and Nucleus offshore team to work in tandem. Multiple communication channels like Microsoft Communicator, Voice over IP, Video conferencing, etc. were established to ensure smooth execution of activities from offshore. The offshore team handled the project change requests (PCRs) for the application, negating the need for an extended onsite presence. Sustained and consistent performance was delivered, with Nucleus Software enabling quick ramp-up/ramp-down of resources as and when needed.

RESULTS DELIVERED

With the implementation of a managed service model, the bank's direct costs, knock-on costs and costs due to service & IT failure reduced drastically. The innovative solution provided continuous business and technology improvisations ensuring operational performance enhancement. The bank's IT landscape was rationalized, simplified and standardized adopting robust methodologies and tools for development and support. The approach ensured an effective and efficient knowledge management with relevant training programs and certifications. The implementation of VMWare infrastructure solution additionally eliminated data security concerns for the customer.