

Managed and transformed complete suite of commercial and syndicated loan applications for a Canadian bank

Challenges

- Productivity of the Business banking frontline staff/sales team had plateaued, and it was identified that a lot of time is wasted because of application slowness and outages.
- Absence of single analytical dashboard to track progress of deals and exceptions
- Business is unable to launch New products as quickly as they would want because of technology constraints
- Changes are time taking and expensive

Solution

- Upgrade Business Connect application from current 9.3 version to 11.x version
- Performance and stability (PandS) team was formed to identify application bottlenecks and improve performance and stability of Business Connect.
- Work streams were formed to make the platform nimbler. Each work stream is seeded with deep product experts.
 - Dev Infra support: Round the clock support to enable Continuous Integration and development across time zones. This team is also tasked with upgrading infrastructure to meet all future growth needs
 - Batch support: Round the clock support and manage changes without impacting upstream and downstream systems
 - Production support
 - SME services : Analyze impact of changes and provide product backlog to the development teams.
 - As a result of the above new changes, product configuration, integrations would become faster, cheaper and predictable
- Omni-Channel Capabilities including Mobile, Dashboards and entitlement updates

Value delivered

- Frontline user feedback – “Hi – It was wonderful to be able to write 4 credit applications in a week on bank time ... translates into What a wonderful system when there are no speed issues.”
- Process Optimization to improve legacy process steps
- Performance and Stability Dashboards to drive monitoring and immediate resolutions
- App Rationalization
- Improved functionality across Client Data, Exposure, Internationalization, authority role for risk ratings