

Ubuntu National Bank (UNB)

Industry: Retail & Commercial Banking

Operating Region: Southern Africa

Founded: 1998

Customers: ±3.5 million

Core Systems: Legacy Core Banking System + New Data Warehouse initiative

Problem Statement

Ubuntu National Bank's executive committee has identified **critical inconsistencies in operational and financial reporting**.

Different departments report **different numbers** for:

- Total customer balances
- Monthly transaction volumes
- Active vs dormant accounts
- Loan exposure and repayments

Regulators have issued a **warning** regarding:

- Data lineage
- Auditability
- Accuracy of financial figures

If this is not fixed:

- The bank risks **regulatory fines**
- Strategic decisions will be made on **wrong data**
- Customer trust will decline