**Hi there!**

**Congratulations!**

**Like our CEO has said, your "deep knowledge, diligence and the respect you command for what you make possible every day" is much valued. Thank you for documenting your knowledge in this very brief story, so that the benefit and value to the customer becomes apparent to all, and an inspiration to other TCSers who will follow in your footsteps.**

**We understand your daily commitments at work, so this template has been created to help you articulate your contribution in a manner that will save you time and effort. There are guidelines to help you as you write each section, along with examples to help you appreciate how best to articulate it.**

**Looking forward to your story!**

**From: All @ TCS Contextual Masters™ initiative**

CTRL+Click on each of the following links (section headings) to start writing. You can also go directly to the next page.

**<Title of the Story: Confluent Kafka GCP deployment>**

**TCS-Client Relationship**

**TCS Benefits**

**Accolades**

**Client Benefits**

**Solution Provided**

**Contextual Master Background**

**Client Introduction**

**Context Setting**

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**<BackClient Introduction>**

**<Next>**

* 50 – 100 words
* What is the context of the problem?
* When did this happen, in which year?
* Who was the key stakeholder being adversely impacted?
* Any noteworthy external/internal/regulatory/market change in the client’s environment that created a shift.
* The adverse business impact that were being/would be faced by the client if the problem was not solved.
* Do not include scenarios which have no direct relevance to the overall business challenge or business benefits derived later.
* Do not mention any adverse business impact that is not directly associated with the problem.

**Guidelines**

**Context Setting: Provide a short context about the story.**

The client has the vision for real time Streaming to make data sources available both on-premises and in GCP, at the same time…. removing **latency impacts, cost issues and giving the Bank a ‘360 sync capability’ so it can provide e2e real-time services on-premises**, on GCP and a hybrid depending on where the data sources and/or consumers reside. Also, the client needed to deepen relationships with its customers (both existing and prospective) and a mechanism to **tailor services for their needs on an *‘event-driven’* basis.**

The programme started in 2019 which a vision to implement the Kafka cluster and streaming applications on Google cloud. The client core team as well as the existing customers are the stakeholders involved.

The client wanted to adopt more cost beneficial model, and which involves less operational overhead in maintenance as opposed to on-prem banking infrastructure.

If this is not addressed, there shall be more operational overhead in maintaining the infrastructure as it the customer base has grown exponentially in last few years with more acquisitions. The problems of scalability and latency involved in providing solution to customers needed to be addressed. Customers may consider changing the bank where better services are available. Hence the client wanted to move to more reliable and scalable cloud solution as opposed to current on-prem infrastructure.

**<BackClient Introduction>**

**<Next>**

* 50 - 100 words.
* Provide a brief introduction to the client’s organisation, with details like size and stature in the market, geog spread, operational scale, principal domain of work and the key work areas in the context of the story, if possible.
* Describe the exact challenge/conflict, preferably at the operational or business level. Tie the challenges up with the business benefits derived from the solution.
* Describe the adverse business impact with specific details. Provide numbers and metrics, where possible.
* Mask the data so that it does not give any hint as to the identity of the client.
* Do not provide sketchy details of the client business and its organisation.
* Do not provide business challenges that cannot be related to the solution benefits.
* Do not provide inadequate impact details.

**Guidelines**

**Client Introduction: Provides a background about the client and details the business pain points.**

The client is a leading UK Based company focused on retail and commercial financial services Customer has the biggest private shareholder base in the UK. Group has 30 million customers and leading provider of current saving and personal loans credit card and mortgages

As the current infrastructure is on-prem, the client had to deal with operational overhead and hence was looking for cloud native solution where the operational overhead could be mitigated, and client can focus on delivering the solution.

Insert text here ........................................................................................................................................................................................................................................................

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| TCS got 15+ years of relationship with the client. The client, a leading UK bank, has a long-standing partnership with TCS. TCS has been providing it with support services in the areas of Application Management Services, Development, Testing, Strategic partner with Managed service engagement. As a market leader, and with its remarkable list of products and services, TCS was an obvious choice for the client to engage with. |

**<Back>**

**<Next >**

* 50 words
* Describe the partnership between the client and TCS. Give the duration in years.
* Describe the different types of services provided by TCS to the client.
* Explain the impact of the client’s problem on TCS.
* Explain in detail why TCS was selected as the solution provider for the problem being discussed.
* Do not include inadequate descriptions.
* Do not make a direct jump to CM introduction.

**Guidelines**

**TCS-Client Relationship: Includes information on the relationship between TCS and the client.**

* 50-100 words.
* Mention your name and role played (as the CM) in the client organisation.
* Include the number of years in the client organisation and the experience acquired within this account.
* Include the tenure with TCS if it is relevant to the solution provided to the client (optional).
* Describe the client specific contextual knowledge that you have, to establish that you understood the customer organisation, and hence its problem areas / challenges.
* Include overall domain knowledge, if it adds to the contextual knowledge. Ensure the experience included is relevant to the client and the solution provided.
* Describe precisely how the contextual knowledge was used as leverage to deliver the solution.
* Do not provide details of domain or technical knowledge that are not directly related to the client or solution provided.

**Guidelines**

**<Next >**

**<Back>**

CM has functional and technical knowledge for deploying confluent Kafka on GCP. She has more than 4 years of experience with the client and total 12 years of experience. CM works for retail division in the bank and has deep knowledge on ongoing technical advancements in the industry. Her knowledge on application flow, helm charts, Kubernetes, Terraform, Kafka, Google cloud are instrumental in delivering this solution with quality.

**Contextual Master Background: Provides detailed information about the client specific knowledge acquired by the Contextual Master while in the engagement/relationship.**

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| * **.**   **Solution Provided:**  **Provides information about the solution implemented** |

**<Back>**

**<Next >**

As a part of programme, CM has deployed the confluent Kafka on GCP, which provides the capability to start ingesting feeds from on-prem Kafka cluster to confluent Kafka cluster deployed on GKE using confluent replicator.

The programme has been able to stream (Customer data) and (Transactions) data into the Google Cloud lower environments.

The capability will support several strategic deliveries across the Bank such as:

o   **Transaction Classifications (TCS)**: real-time classifications of transactions in <1 second– which allow client to release significant business benefits (£xm) from personalisation, targeted marketing, analytics at scale etc.

o   **Synchronisation of Customer data and System of records:** Customer changes synchronised to the Customer System of Record (CSOR) within milliseconds – average speed is 0.5s on on-prem.

o   **Cloud migration of our on-prem legacy datastores**: will support the migration of > 4 petabytes (PB) of data from on-prem to GCP

o   **New Payments Architecture (NPA):**Standardise payment messaging across the globe in line with ISO20022 as we integrate with Form3 (new payments platform)

o   **Various business value propositions –**removing operational costs and unlocking value by undertake insights at scale, leveraging AI and ML capabilities where appropriate

* 70 words
* Explain how this solution changed the way the client functioned.
* Describe the business benefit in terms of numbers (cost savings, FTE savings, infrastructure benefits, gain in revenue, etc.). Not required if there are info-security constraints.
* For digital or agile solutions, explain the unique nature of the benefit.
* In cases of info-security constraints, bring out the qualitative benefits and mention the accolades received, as applicable
* List a few additional benefits derived by the client through the main solution delivered (optional).
* Do not compare business benefits delivered by multiple vendors.

**Guidelines**

* 150-200 words.
* Provide detailed analyses and groundwork that you carried out to understand the problem better.
* Explain how you arrived at the solution leveraging your contextual knowledge.
* Specify the challenges faced when deriving the solution (optional).
* Describe the solution so that there is one-to-one mapping with the problem statement.
* Describe the steps taken to implement the solution with accurate logical flow of information.
* Include the size and skill details of the TCS team involved in implementing the solution with you.
* Include quantifiable details (numbers / figures), wherever applicable (optional).
* Exclude solutions that are too technical and lack clarity.
* Do not include a solution which does not justify the problem statement in the story.

**Guidelines**

**<Next >**

**<Back>**

The Streaming capability will **allow the Bank to respond to business events in real-time**, gives client a highly scalable, robust, and portable hybrid-cloud streaming capability with the ability to move data from on-premises to GCP and vice versa in a controlled manner.  
  
It will prove that the client can process in excess of 250,000real time transactions per second (tps) in one pipeline which is 365% higher than peak transaction traffic, clients busiest platform, equivalent  to c1 billion transactions per hour.

More critically, it will be enabled client to keep pace with the likes of Atom, Manzo, Stripe etc.

It will provide resiliency and flexibility from a Regulator perspective – client have the **capability to fallback to an on-premises streaming service in the event of a pivot away from Public Cloud**

**Client Benefits: Provides the benefits drawn by the client from the solution.**

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| As the programme created the **first ‘shared business service’ pattern on GCP in the Bank** – as the first adopters in the Bank. The client is really happy with CM involvement in the solution. This achievement helped TCS to prove it’s worth and get more solution and designing work, this resulted in more trust in TCS resources and involvement of TCS resources in designing and implementing solution. Since this is a common problem across enterprises, these practices can further be proposed to other clients to expand TCS footprint with those clients. It aligns with Embracing risk and Exponential value Business 4.0 levers. |

* 50 words.
* Provide appreciation/award given to the you (CM).
* Specify appreciation/award given to TCS.
* Include client recognitions received across various channels like emails, awards, townhall, forums and so on.
* Include TCS recognition received across various channels like emails, GEMs, awards, mention in magazines, unit level appreciations and so on.
* Do not include unsubstantiated client feedback.

**Guidelines**

**<Next >**

**<Back>**

**TCS Benefits: Includes information on the feedback/accolades provided by the client.**

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**<Back>**

The client is recognized and awarded this project as Voyager’s Transformer’s award for Experimentation Mindset.  
The program has grabbed to total 11 awards across the bank in last 3 years.

The program has been very well received at Enterprise data level and has given TCS the trust from client to be involved in delivery of future projects.

* 70 words
* Explain the benefits that TCS gained by delivering this specific solution to the client. Give numbers, where possible.
* Explain the positive impact in terms of additional contracts received and project timeline extensions.
* Include details of increase in CSS rating, after the solution was delivered, if applicable.
* List the names of TCS sub-functions that may have benefitted (optional).
* List TCS products that gained prominence during this solution delivery and the advantage TCS derived by promoting such products for this client (optional).
* Do not explain the benefits enjoyed by the client alone.

**Guidelines**

**Accolades: Includes information on the feedback/accolades provided by the client.**