Cash Management System

Project Timeline:

- **Project Start Date:** March 2007
- **Estimated Completion Date:** April 2008
- **Actual Completion Date:** May 2008

Organisation Overview: Sampath Bank PLC, a private bank in Sri Lanka, operates with 130 branches and 190 ATMs across the Island.

Challenges with the Existing System: The Operations Department at Sampath Bank PLC manages 190 ATMs manually using an outdated yearly forecasting system (Excel based), necessitating daily and monthly fund management for ATMs and branches. With 85% of cash transactions still occurring via ATMs at that point, an efficient cash management system is critical Key issues include:

- Manual cash forecasting and fund distribution
- Inefficiencies in meeting customer demands for automation and enhanced service levels

Proposed and Agreed Solution: Cash Management Solution (CAMS) by Arkflow.

The business partner, Arkflow offered the Cash Management Solution (CAMS), a comprehensive software solution for optimising the entire cash supply chain. CAMS automated cash handling for branches, ATMs, vaults, and transportation providers, reducing cash inventory and expenses by 20%/40%. Scalable for any financial institution, CAMS ensured secure data access, management, and sharing from any location, enhancing operational efficiency.

CAMS Modules:

1. **Forecasting:** Enhanced profitability and reduced costs by improving cash reserve manageme nt. CAMS leverages historical data, seasonal trends, and location-specific factors to accurately predict ATM cash requirements, minimising interest losses and insurance costs. This module allowed ATM managers to optimise cash levels, balancing customer demand and operational costs.

2. **Cash Order:** Automated the cash ordering process, reducing labor costs and errors associate d with manual data entry. This web-based solution facilitated seamless interaction between branches, carriers, cash centres, and security firms, ensuring accurate and timely cash replenishment.

3. **Reconciliation:** Streamlined the cash balancing process, eliminating errors and reducing cost s. The web-based reconciliation module automatically matched cash orders and shipments across branches, ATMs, transport providers, and vaults. It flagged discrepancies, provided complete audit trails, and generated detailed management reports.

4. **Work in Progress:** Automated delivery management, reducing errors and minimizing risks. This module tracked counting, verifying, and logging of deliveries, enhancing accuracy and speed compared to manual methods. It helped in cost reduction, improved customer service, and capacity planed.

5. **Inventory Management:** Managed ATM and branch assets efficiently. The inventory module segments ATMs into profiles based on geographical, seasonal, and operational characteristics. It aided in decision-making for cash float savings and replenishment costing, providing comprehensive asset management for the entire ATM network.

6. **Reporting:** Utilised Arkflow CAMS Report for database querying and reporting. This module enabled report authors to swiftly create comprehensive reporting applications using the robust authoring capabilities of a Windows client. Reports were deployable to various users within or outside the organization, offering immediate insights to managers, officers, and analysts. CAMS Report simplified the creation of reporting applications by abstracting database connectivity and functionality, allowing for customised reports reflecting cash float savings and operational cost reductions. It delivered a complete Business Performance Measurement (BPM) reported and analysed environment for enterprise applications, empowering decision-makers and knowledge workers with critical data access for performance improvement.

7. **Role and Involvement:** As the Pre-Sales Technical Manager, my primary task was to generate customer interest in the product. This involved presenting to both the Operations and IT teams to provide a comprehensive overview of the Cash Management Solution (CAMS), detailing each module, and comparing it with their existing system. Initially, understanding their operational terminology and aligning it with our system posed a challenge. Post-presentation, the customer was satisfied with CAMS's capabilities and requested a Non-Disclosure Agreement (NDA) to ensure confidentiality. Following the NDA, we showcased a prototype of the Forecasting module, which was significant to them. We incorporated one year of data from 11 ATMs into the system, making minor modifications to adhere to Sri Lanka's banking standards. The prototype's success led to the project's approval.

   Also, as the Project Manager, my responsibilities included ensuring the project was executed on time, within budget, and maintaining quality. I developed a technical proposal, which was submitted for project approval. The project plan detailed start and end dates, payment milestones, required resources, and tasks such as system analysis, design, development, implementation, training, and user guide creation. Throughout the project, I maintained correspondence with Arkflow Malaysian office, overseeing system implementation and user guide development with various cross-functional teams. The system analysis involved gathering extensive information from users through interviews and questionnaires to meet Arkflow Malaysia's requirements.

   Post development, we sized the database, hardware, and operating systems, implementing the solution on Microsoft SQL databases and HP DL380 servers with an IIS web portal for secure internal access. Data migration from the manual system to the new forecasting system was a meticulous process, requiring validation and verification. Intensive user training was conducted to transition from the manual system to the new automated one. I provided a comprehensive user guide for reference and established a local help desk for ongoing support and regular system updates. Upon project completion, I submitted a detailed project report, concluding the successful implementation of the Cash Management System.