

Task 1 Client Discovery

Client details-

MyBank is in Australia and provides a comprehensive and integrated range of financial products and services. Their key product and service offerings are:

- a) Retail Banking
- b) Business Banking
- c) Private Banking
- d) Wealth Management

The client is growing rapidly, with an annual turnover of approximately \$50 billion last year, and approximately 50,000 employees across Australia.

TECHNOLOGY CONSIDERATIONS-

Technology Architecture-

Cloud based platform to store data. Infrastructure need not be purchased. Thus, relying on providers of Cloud Platforms. IT Support staff to look over maintenance and technical issues.

Usability of the Solution-

Do A/B testing initially to understand which models will perform better. Take customer feedback to understand better solutions.

Technology Delivery-

Relying on cloud-based infrastructure, hence software as a service mode of operation. Large bank with large operations (50 Billion USD turnover). Hence, large user base. Need to rely on dedicated cloud platforms. Example- AWS, Azure etc.

Technology Framework and Compatibility-

Check if our portals and online services are optimised both for mobile and desktop usage. Check if mobile application for IOS and Android is needed. Check compatibility for different browsers like Chrome, Internet Explorer, Safari etc.

Done by –

Prateek Majumder prateekmaj21@gmail.com