

ACCENTURE HELPED MULTINATIONAL SPANISH BANK IN TCO REDUCTION AND VENDOR CONSOLIDATION

Client is the 4th largest banking group in Spain with headquarter in Alicante and Barcelona. Client operates in 14 countries and has commercial banks in Spain, UK and Mexico.

Client Objectives/Problem Statement	How Accenture helped ?	Outcomes
<ul style="list-style-type: none">• TCO reduction : Bank had steep target of reducing TCO.• Cost inefficient: Very high cost to income ratio, making it one of the least efficient among the top#5 Spanish banks• Inflexible operating model: Rigid operating model, characterized by large number of local IT partners and contractors• Lack of innovation and agility : Bank was behind the curve in adopting new technology trends.• Complex, highly customized applications and legacy tech, knowledge spread across 100+ vendors.	<ul style="list-style-type: none">• 5-year deal to transform of the bank's application maintenance and development services to bring agility, flexibility and innovation.• Establishing offshore tech-delivery capability. 1000+ FTE across Spain(25%) and India (75%).• Establishing Spanish Service Desk setup at ATCI to facilitate 24X7 on-call service and user interactions.• People Transfer – 150+ Resources re-badged to Accenture to retain application knowledge• Focus on innovation and automation to improve service quality.	<ul style="list-style-type: none">• 80% services under management of Accenture, with high offshoring model bank managed to reduce TCO by €120 M.• This deal helped client in consolidation of large number of local IT vendors and huge number of individual contractors.• Transformation through automation :<ul style="list-style-type: none">• Auto ticket assignment to improve incident response time.• GenAI for code and test case generation.• Knowledge management through GenAI.• Business process automation through RPA BOTs.• Improved AM service :<ul style="list-style-type: none">• 23% incident inflow reduction t• 44% reduction of incident backlog• 36% reduction of service request backlog.

80%	700+	800+	> 75%	> 70%	150+
Bank’s IT Landscape across 7 domains under service	Applications Supported	Resources in ATCI	Offshoring for AM	Offshoring for AD	Client Resources rebadged