



SAUDI CENTRAL BANK(SCB)

Client Profile

SCB FUNCTIONS ARE TO REGULATE FINANCIAL ECOSYSTEM, MANAGE FOREX RESERVES, PROMOTING EXCHANGE RATE STABILITY AND ENSURE FINANCIAL STABILITY.

SCB INTENDS TO TRANSFORM IT OPERATIONS, DRIVE INNOVATION, COMMIT TO KSA 2030 VISION OF STRONG AND DIVERSIFIED FINANCIAL SECTOR.

Business Challenge	Accenture's Approach	Outcomes
<ul style="list-style-type: none"> • Fragmented IT Operations leading to lack of centralized control and rigor expected from central bank • Increased Opex due to high ticket volume and unstable services to financial sector • Non adherence to Industry Standards leading to rework and slow responses • Low IT maturity level • Compliance of Financial Entities tend to be low 	<ul style="list-style-type: none"> • Transforming IT Operations leveraging Integrated Managed Services framework • Implement Enterprise Observability with command centre • Setting up ITIL based process framework • Drive innovation and automation for continuous service improvement • Talent transformation by cross skilling teams • SME support for key initiatives 	<ul style="list-style-type: none"> • Strategic alignment of IT with KSA 2030 vision • 15% reduction in IT opex • 20% reduction in ticket volume and overall system uptime at 99.96% • Increase in financial entities satisfaction (95%) with SCB services • Managed services framework leading to ISO 20000 certification • Ease of onboarding new entities and better compliance

