

LARGE AMS FOR A MULTINATIONAL SPANISH BANK

AM / AD

Client operates in 15 countries and has commercial banks in Spain, UK and Mexico. It's 4th largest bank in Spain.

Accenture is providing E2E Application development and application management services across all line of business of bank.

Client Objectives/Problem Statement

- **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 service management processes:** IT processes were not streamlined, impacting their time to market.
- **Lack of innovation and agility :** Bank was behind the curve in adopting new technology trends.

How Accenture helped ?

- **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** along with **Spanish language capabilities. 1000+ FTE** across **Spain(25%)** and **India (75%).**
- **ADM delivery excellence** with industrialization; commitment with outputs: **SLAs and estimators**
- **People Transfer – 150+ Resources re-badged** to Accenture to retain application knowledge

Outcomes

- **Improved AM service :**
 - 23% incident inflow reduction through technical improvements
 - 44% reduction of incident backlog
 - 36% reduction of service request backlog.
- **Improved AD deliveries :**
 - Introduction of industry best practices.
 - Timely and controlled deliveries
 - Introduction of AD estimators to bring consistency.
- **Transformation through automation :**
 - Auto ticket assignment to improve incident response time.
 - GenAI for code and test case generation.
 - Knowledge management through GenAI.
 - Automation of business processes through RPA BOTs.

80%

Bank's IT Landscape across 7 domains under service

700+

Applications Supported

800+

Resources in ATCI

> 75%

Offshoring for AM

> 70%

Offshoring for AD

150+

Client Resources rebadged