

Ulster Bank Transformation – Business Change

Client Background & Challenges

- Client is one of the major Irish Banks in the market
- Bank has undertaken a number of transformation programmes including withdrawal/divestment of business
- Bank had gaps in Business Change capability to deliver the transformation and withdrawal programmes.
- Apart from transformation capability challenges there were intrinsic architectural and process challenges
 - Data process and system integration of UB with the acquiring entities
 - Manually intensive process and lack of a digitally integrated platform for lending
 - Lack of a streamlined customer onboarding journey
 - No process to meet the *CCR and LIBOR regulatory requirements.

ACCENTURE SOLUTION

- **Exclusive team of 80+** offshore change resources delivering transformation and withdrawal agenda
- Specialized Talent in action with focus on Business outcomes related to Digital Transformation, Regulatory Compliance and Timely M&A completion
- **Key Successes include**
 - **Migrating customer profiles and merger of customer processes** for Loans & Deposits to acquiring entities.
 - **Built a robotic process automation solution** for regulatory reconciliation and AML checks
 - **Built an end-to-end digital platform** (paperless) for mortgage and commercial applications
 - Created quick and efficient **online application process** for customers (NPO & OLAP)
 - Offshore Projects stood up to ensure **compliance with CCR and LIBOR** regulatory requirements

Key programmes supported

Our talent pool of offshore Business Change resources are supporting multiple transformation project in UB:

- **Withdrawal program:** Asset & Liabilities separation program across Retail & Commercial Portfolio
- **Data Migration and Archival:** Data management in the context of the withdrawal program
- **Lending Transformation Program:** Delivery of an end-to-end digital platform for commercial lending
- **Home Buying Platform:** Delivery of an end-to-end digital platform for Mortgage Lending
- **New Personnel Onboarding:** Successfully delivered digital onboarding journey for the bank within the estimated timeframe
- **CCR & LIBOR:** Multi-year regulatory program to ensure compliance with the Central Bank of Ireland's guidelines

RESULT

- Asset and Liabilities withdrawal scheduled to be completed on time to AIB
- Built automated solution for ensuring regulatory compliance and avoidance of penalties
- Simplified work for employees by implementing an integrated view of customer's mortgage journey from inception till the end
- Revamped design and automated an end to end solutions for processing commercial applications
- Successfully delivered application testing of online customer onboarding journey within the estimated timeframe
- Bank is now compliant with CCR & LIBOR regulatory requirements