

# **About the client**

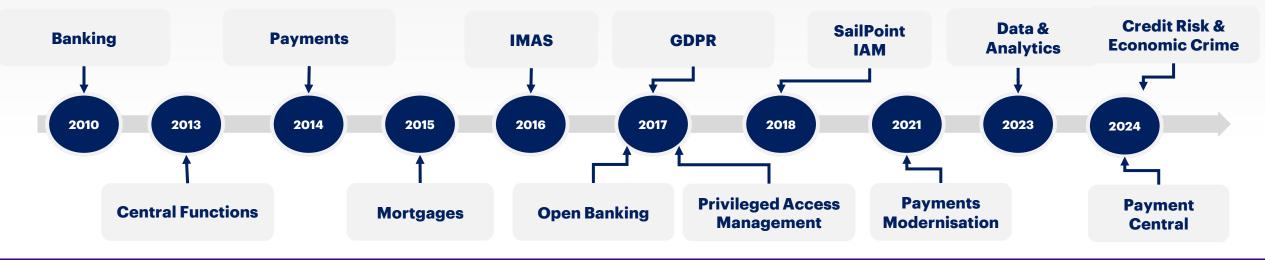
- Client is the largest building society in the world. Its origins lie in the late 19<sup>th</sup> century.
- Following numerous mergers, Client is now the world's **largest mutual** financial institution, the UK's third largest mortgage lender, and one of the UK's largest savings providers.
- Client is committed to staying mutual and is keen to emphasise that it has members rather than shareholders.
- Client provides financial services both directly, and through around 700 branches.
- Accenture has been involved with the client for 13 years providing Application Services across their business-critical areas like Core Banking, Payments, Mortgages, Finance, HR, Data & Analytics, Economic Crime, Credit Risk, etc.
- Accenture currently has a team of ~1050 people on the account with ~80% offshore.

# Accenture's Partnership with the 'Largest Building Society'



Accenture and the Building Society have enjoyed a long history of trusted partnership, working together to build stronger foundations for tomorrow.

As they continue to embrace and execute the bold moves these times demand, Accenture remains committed partner to drive this change together.



#### Banking

• SAP Core Banking Ledger based on services (Banking, Basis, BW, SDS and Security)

### **Payments**

 .Microsoft Technologies (BizTalk, .NET), SQL Server and Bespoke developed applications

#### Central **Functions**

- Peoplesoft Finance
- Hyperion
- Microsoft SharePoint
- SSIS

## Mortgages

 Microsoft Technologies (.NET), AWS Cloud, React and Bespoke developed applications

## **Open Banking**

- APIGEE & Microservices based Architecture
- AWS Cloud
- SQL Server
- Cassandra

## **IAM Sailpoint**

- SailPoint IAM
- Java
- SSIS
- SQL Server

### Data

• Big Data based Technologies (Informatica, Hadoop,

Teradata)

- •AWS Cloud •Mongo DB

•.NET Core

**Credit Risk** 

### **Economic** Crime

- Actimize
- •.NET Core
- Fircosoft
- SQL Server
- Java

### **Payment** Central

 SAP Payment Engine (SAP S/4 HANA, PE, ABAP, Basis, and Security)

# **Application Support: Operating Principles & Fast-Facts**

Accenture has 13+ years of successful partnership with Client delivering Application Support services



## **Operating Principles**

- L2 & L3 Support Services, small changes delivered
- 24\*7 support provided predominantly from offshore
- 08:00 to 18:00 support during UK business hours,
  on-call support provided during out-of-office hours
- Core Technologies include Microservices, Cloud, Microsoft, Mongo DB, SAP Banking, etc.
- ~103 FTEs in support space across all LOBs covering both onshore & offshore
- 95% Offshore in Application Support



## **Fast Facts**

- 4.1B payments processed in 2022 with 21% growth against 3.3B payments processed previous year
- £825B transaction value processed in 2022 with 4% growth against £793B transaction value processed previous year
- ~9.5M Current Accounts and ~4.4M Savings accounts serviced
- ~558K mortgage cases processed in FY23
- ~30K incidents and ~100 problems received on yearly basis
- ~1400 changes handled during last 12 months, critical incidents supported from offshore

# **Application Support: Key Outcomes Delivered**



## Platform Stability

- ~30% incident reduction in the last 4 years despite of platforms handling increased transaction and account volumes
- Resolved ~1.5K problems avoiding ~10K incidents
- Effort savings of ~2500 hrs. across Level1 Operations, Business and IT Support teams



## **Automation**

- ~215 automation ideas implemented
- Effort savings of ~2300 hrs./month for IT Support teams and ~5600 hrs./month for Business teams



### **Business Process Efficiency**

- Delivered ~60+ Business process optimizations across LOBs
- Effort savings of ~500 hrs./month for business users by improving the overall Mortgage cases journey
- 90% TAT reduction in account closure process for the Banking Ops
- 80% Effort savings for the Payments Ops team



## **Knowledge Management**

- Conducted 15+ Branch/Operations teams visits to circumvent the knowledge gap between IT & Business teams
- Shift Left Culture to enhance business performance
- Knowledge base associated to >80% incidents

## Reducing the gap between IT & Business teams



## System Downtime Reduction

- System Downtime Reduction:
  - ~96% for Mortgages
  - ~35% for Banking
  - ~30% for Payments
  - ~20% for Open Banking



## Resource Optimization

- ~50% resource optimization delivered in Mortgages
- ~40% in Central Functions
- ~20% in Payments, Banking and SailPoint IIQ

# **Application Support: Day-In-Life**

Early start from India





Before start of business





Start of business



escalations/complaints, etc.

agree on the BAU work items to be delivered

during the day focusing on the key changes,

**Business hours** 



Connect with **Business/Operations** teams to seek inputs to handle escalations/complaints

- Offshore team performs Application health checks
- Ensures the EOD batch is successfully completed
- Collaborates with other Application support teams for up/downstream processing



End of business hours





- Start of End of day batch processing
- Failures will be managed as part of on-call process from Offshore

 Early morning check point call between Onshore & Offshore Accenture support teams

• Share insights across LOBs on overnight high priority incidents handled and critical changes planned for the day

Daily health check dashboard is issued to all the respective client stakeholders



**Business hours** 



- Daily cross partner collaboration call to discuss
- Branch/operations team visits to circumvent the knowledge gap between IT and Business teams

on the cross platform issues, challenges, etc.



**Business hours** 



- Connect with auxiliary/3<sup>rd</sup> party teams for triaging and issue resolution
- Synergy between Application Support and Engineering teams across platforms





Thin line support from offshore

continues till close of business

hours