

Large Building Society Application Support Credential

About the client

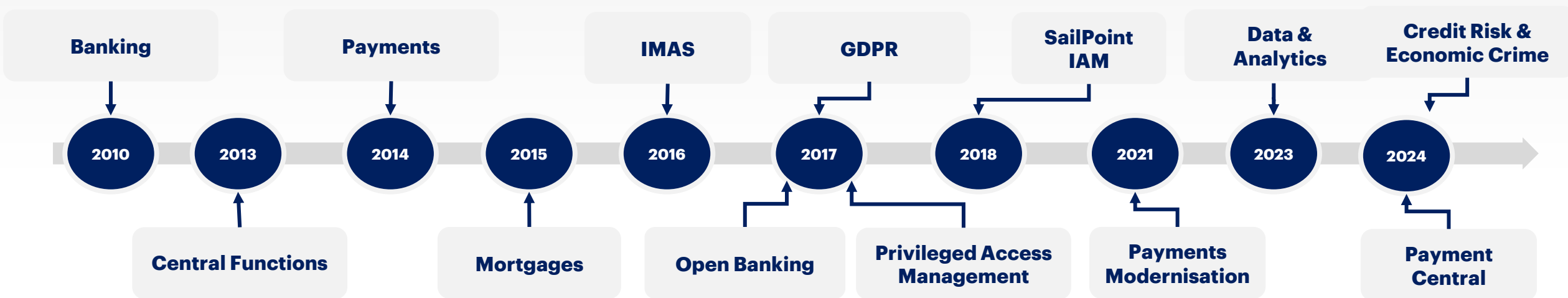
- Client is the largest building society in the world. Its origins lie in the late **19th century**.
- Following numerous mergers, Client is now the world's **largest mutual** financial institution, the UK's third largest mortgage lender, and one of the UK's largest savings providers.
- Client is committed 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	Payments	Central Functions	Mortgages	Open Banking	IAM Sailpoint	Data	Credit Risk	Economic Crime	Payment Central
<ul style="list-style-type: none">• SAP Core Banking Ledger based on services (Banking, Basis, BW, SDS and Security)	<ul style="list-style-type: none">• Microsoft Technologies (BizTalk, .NET), SQL Server and Bespoke developed applications	<ul style="list-style-type: none">• Peoplesoft Finance• Hyperion• Microsoft SharePoint• SSIS	<ul style="list-style-type: none">• Microsoft Technologies (.NET), AWS Cloud, React and Bespoke developed applications	<ul style="list-style-type: none">• APIGEE & Microservices based Architecture• AWS Cloud• SQL Server• Cassandra	<ul style="list-style-type: none">• SailPoint IAM• Java• SSIS• SQL Server	<ul style="list-style-type: none">• Big Data based Technologies (Informatica, Hadoop, Teradata)	<ul style="list-style-type: none">• .NET Core• AWS Cloud• Mongo DB	<ul style="list-style-type: none">• Actimize• .NET Core• Fircosoft• SQL Server• Java	<ul style="list-style-type: none">• 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

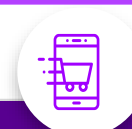
- Conducted **15+** Branch/Operations teams visits to circumvent the knowledge gap between IT & Business teams
- **Shift Left Culture** to enhance business performance
- **Knowledge base** associated to >80% incidents

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

