



Synchronized online database for a leading global bank

CASE STUDY | APPLICATIONS | FINANCIAL SERVICES AND INVESTMENT BANKING

Highlights

Mphasis helps a leading global bank to merge and synchronize online database with host systems and increase global operations

Client Type

Financial services, Asset management and Private equity

Industry

Financial Services and Investment banking

Type of Work

Application Maintenance Production Support

Skill Set

Infrastructure/technologies:

BEA WebLogic 8.1

BEA Portal 8.1

Oracle 9i

Documentum

Solaris on Sun Servers

Hardware: SUN

Software packages:

Onsite PVCS for code version control

VSS for local document and code repository

BEA Workshop IDE

ERwin for Data Modelling

JIRA for Issues and Bugs tracking

TOAD

Custom applications:

Comprehensive Project Analysis and Support Solution (COMPASS - Mercury based tool) for Program Management

Why Mphasis?

Mphasis was selected after a thorough evaluation of the existing vendors through a competitive bid process. The critical success factors in Mphasis selection were:

- Global Offshore Delivery Model
- Dedicated Core team through the duration of project

Mphasis helps a leading global bank to merge and synchronize online database with host systems, expand user base, increase global operations and revenues

The Client

Leading global financial services firm with operations in more than 50 countries.

Goals

- Agility
- Competitive advantage
- Cost reduction
- Customer satisfaction and retention
- Global and regional expansion
- IT management
- Productivity improvement and operating efficiency
- Systems consolidation and Integration
- Time to market

Challenges

- Provide consistent performance (both functional as well as technical) over increased customer base
- Understand external touch points and dependencies
- Understand data model complexities and data migration challenges due to all enterprise data being shifted to Bank A hosts
- Multi location coordination
- To ensure each and every functional feature worked as envisaged

Solution

Scope of the solution includes

- Architecture definition
- Design
- Development
- Unit/Integration testing
- UAT Support
- Application Maintenance support

Solution Methodology

- Used a single back-end data and transaction hub
- Synchronized Bank A's online database with Bank B's hosts systems to ensure that lines of business applications have current customer data and information at all times
- All Enterprise Database (for the merged organization) was hosted by Bank B
- Bank B's middleware infrastructure was used for back end connectivity
- Build on Service Oriented Architecture concepts through development of Web Services



and Messaging Layer (using SOAP and XML)

- Enhanced Content Management Capabilities using documentation
- SSO Infrastructure was used for Authentication

Innovation

- Managed 20+ projects as three clusters – Gateway, Content, QA
- Developed common PMO office which was used across the three clusters
- Developed individual Program Managers for each cluster managing multiple projects
- Dedicated Build and Release Management using Agile lifecycle development processes
- Improved user experiences using AJAX and DHTML

Business Results

- Successfully merged the online presence of the two banks
- Rationalized the redundant infrastructure
- Increased customer experience and satisfaction
- Developed a simple and user friendly interface allowing for cross sell and up-sell opportunities
- Client site went up to No. 1 in corporate rankings in US
- Serviced 10 million customers to have a common user experience

About Mphasis

Mphasis is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 36,000 people, Mphasis services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit www.mphasis.com.

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