



# Improved business processes for a leading global bank

CASE STUDY | APPLICATIONS | HEALTHCARE

## Highlights

MphasiS helps a leading global bank to improve the business process and to manage circuit order

## Client Type

Leading global financial services firm

## Industry

Financial Services

## Type of Work

Circuit order and Asset Maintenance

## Why MphasiS?

The existing CMS (Circuit Management System) project was developed and maintained by Mentisys since last 4-6 years. Client offered CMS Phase2 analysis work to MphasiS to study existing system, identify potential problems and propose solution to circumvent the issues. The main goal was to understand and improve the circuit order and asset management processes. Based on the outcome of this work, client awarded the project to MphasiS. leaders of the Critical Care Solution provider in Europe and whose CCIMS solution is used in all major hospitals across Europe.”

## MphasiS helps a leading global bank to improve the business processes, to manage circuit order, asset life cycle, turnaround time for order creation and asset maintenance

### The Client

Leading global financial services firm in the US

### Objectives

To manage circuit order and improve asset life cycle of the existing CMS system

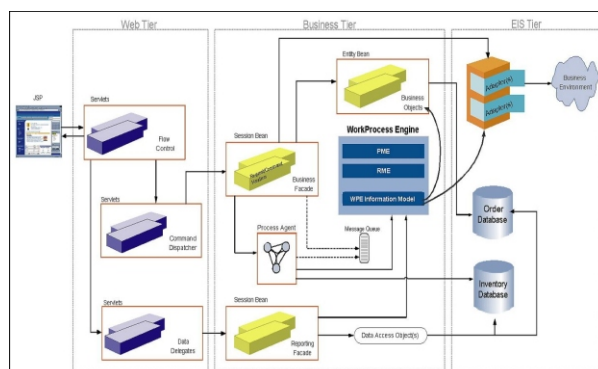
### Challenges

- Lack of automation in vendor collaboration
- To stabilize the inconsistency with Golden Sources [External system]
- To improve the information capture during provisioning for billing and chargeback
- To strengthen reporting to Financial Control and other groups within bank and third parties
- To improve system usability (UI, navigation, etc.)
- To improve the inconsistent and inefficient Access Control Management

### Solution

- To improve system usability (UI, navigation, etc.)
- New UI and Navigation - Migrating existing functionalities to new look and feel and to build new functionalities with better navigation capabilities
- Automation in Business Process - Automating the business interface with other Bank's systems and/ or departments and third party systems like telecom vendors
- Golden Source for Data Circuit Information - Importing legacy circuit data which was earlier provisioned outside the Trak system , circuit Information on data circuits by various stake holders for processing
- Reports and Analysis - For Accounts Payable, Expense report, Chargeback report to Business Units and Order Metrics
- Access control to new user group - Adding new user group (FINCON) to system and providing restricted access to obtain necessary circuit information

### Architecture Diagram





## Technology used

**Infrastructure:** J2EE

**Hardware:** Sun E 250/450 Dual NIC Cards

### Software packages

- Solaris 8
- I Planet web server 4.1
- Bea weblogic 8.1
- Oracle enterprise server 8.1.7
- I Planet directory server 5.1
- IE 6.x

### Custom applications

- Mentisys DMM (Workflow Modeling tool)
- Mentisys WPE 5.3.8 (Workflow Engine)

### Benefits

- Added new business rules specific to each circuit type to remove the inconsistency of data
- Created more than 7 types of circuit order and system maintained inventory records for all of them
- Improved the business processes to manage circuit order and asset life cycle in comparison with old system
- Improved the turnaround time order creation and asset maintenance
- Reduced cost and saved time
- Improved customer satisfaction, retention productivity & operating efficiency
- Optimized resources

## About Mphasis

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