



T A R A N T



Tarant Case Studies for FLEXCUBE

Universal bank in CEE region



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Client Overview

This is a leading Central and Eastern European Commercial bank. It is a fully-operating universal bank throughout its country of operation. It is among largest banks by total assets, loan portfolio, deposits, capital etc. It provides complete range of services to corporate clients, private individuals and also to Small and Medium Enterprises.

Implementation Size

The Bank is currently implementing FLEXCUBE and plans to complete the implementation of CASA and Consumer Lending modules in the first phase.

The implementation of the first phase lasting for one year consists mainly of the CASA and Consumer Lending modules. The implementation of the second phase which consists of Funds Transfer, Teller, Standing Instructions, Cash Pool, Foreign Exchange, Money Market, Letter of Credit and Bills and Collections modules. This phase will last for one more year.

Project Overview

Various operations of the loan cycle are currently handled by separate applications. The system users of the bank are accustomed to the workflow provided by the existing set of applications for loans, particularly in the origination, booking and other areas of operations. All these are now unified in FLEXCUBE. It is important to ensure that the daily operations are not disturbed with the introduction of FLEXCUBE. In this scenario, the task of making the users comfortable with FLEXCUBE through Training and Hands-on session gains utmost importance.

The accounting structure of the Bank consists of an operative GL structure and a Core GL structure. Both these GLs are housed in multiple applications. FLEXCUBE introduces its own GL structure and has to be seamlessly integrated with the other GL structures to ensure accurate reporting to central bank and other legal entities.

There are multiple projects on Risk Management and central bank reporting, overlapping with FLEXCUBE implementation. This necessitates careful planning and execution of various stages of the implementation keeping the parallel activities in mind.

Further, the new application integration infrastructure called Enterprise Service Bus has been recently implemented in the Bank. As of now, the ESB does not cover the interfacing

between the entire range of the bank's applications. Some of the old interfaces co-exist with the ESB architecture. This makes the interfacing of FLEXCUBE with other applications a challenging task.

Services Rendered

We offered to provide services to the Bank in activities like preparing the environment, conducting User Training, carrying out Requirement Study and Gap Analysis. These activities were carried out by deploying some personnel on-site from our pool of FLEXCUBE experts. We also provided offsite FLEXCUBE experts to support the onsite team especially in the Gap Analysis phase.

FLEXCUBE Environment Preparation

Our team provided services for the installation of FLEXCUBE (Java version 10.5) in the Bank's servers. All the issues related to installation were sorted out in a quick and professional manner. This enabled the environment to be brought up for training within the time expected by the Bank. In addition, the sanity check was carried out by our FLEXCUBE experts on all the modules of the application. Fixes, if required, were promptly applied by our experts to stabilize the application. This helped the bank gain confidence that they now have a much stable and robust system.

FLEXCUBE Training and Hands-on

Comprehensive training materials including PowerPoint presentations and hands-on exercises were prepared by our team's FLEXCUBE experts for FCJ 10.5 version.

User training was conducted to make the users comfortable with the application and to make them aware of the functionalities it offers. The hands-on conducted during the training exercise has given the users a chance to closely feel the system and identify with it. The training and hands-on, apart from making the users comfortable with the system, also gave the team an opportunity to identify the gaps in the system functionalities in terms of the day to day operations. These gaps were particularly evident in the Loans module. Thus this exercise has added valuable inputs for the gap analysis.

Interface Study for Application Integration

Consultants from our team have taken part in the discussions with various departments in the Bank to understand the AS-IS application landscape and technical architecture. They have supplied the Bank with constructive inputs to draft out the TO-BE technical architecture in terms of the interfaces. Thus this study enabled twin benefits

1. Helped the Bank to crystallize the TO-BE technical architecture
2. Built an Interface Inventory for FLEXCUBE.

Things We Do Differently

With the knowledge gained from past experience on the training and implementing FLEXCUBE in various other sites, we could deliver

- Comprehensive training materials for effective user training on FLEXCUBE Java Core module and Consumer Lending, for a team of users who have no previous exposure to FLEXCUBE-like concepts or environments. We ensure that these materials are not run-of-the-mill but which would create interest and excitement for the Bank Users to know more and have a direct positive impact in their better performance.
- Guidance and Support to users to do hands-on exercises in FLEXCUBE training environment. This hand-holding not only help the users be more receptive and understanding about FLEXCUBE but also identify any specific gaps which they would want or expected FLEXCUBE to do
- Constructive inputs and support for the preparation of Interface Inventory and designing the architecture for application integration using the site-specific ESB layout. This activity is a key contributor for the Bank to achieve a stable system environment. Stable systems is of utmost importance for any bank to function smoothly.

Conclusion

Tarant FLEXCUBE professionals have been successfully spearheading this project. Their deep expertise in FLEXCUBE and Banking had been appreciated by the bank and implementation partners alike. Another important aspect was meeting the complexities of the project with utmost competence. This enabled the bank to lay faith in Tarant's consultants and they have become the first point of contact for anything related to FLEXCUBE.