



T A R A N T



Tarant Case Studies for FLEXCUBE

A New European Bank



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Client Overview

A green field bank was contemplating to start the banking operations in a European country with FLEXCUBE being its core banking application. The main modules were CORE, CASA, TD, CL, FX, MM, SI, NR, XP along with internet banking interface, workflow interface, payment system loan origination system.

Project Overview

The project consisted of the following aspects:

- Training the Bank's users in understanding FLEXCUBE.
- Gathering requirements for Consumer Lending module.
- Identifying GAPS and workarounds for CL module.
- Addressing the complex requirements for CL module.
- Parameterization of CL module in FLEXCUBE.

Implementation Size

Being a start-up bank, the management wanted to position itself as a mid size bank with basic operations in Teller, Deposits, Funds Transfer, Treasury and Consumer Lending Modules.

Services Rendered

Our team has helped the Bank overcome the above mentioned tasks by deploying FLEXCUBE experts on-site. Our consultants have provided the below services.

- Conducted fitment study for the CL module and identification of GAPS on the Bank requirements
- Identified workarounds to manage the requirements without new enhancements and thereby reduced the cost and effort for the Bank.
- Preparation of specifications for CL module.
- Guidance to the Bank for setting up their accounting requirement. Understanding the functional requirement and mapping the same to the FLEXCUBE application.
- Preparation and documentation of parameter sheets for CL module.
- Guidance to the Bank users in CL product parameterization as per their offerings.
- Preparation of Business scenarios for purpose of functional testing for CL module.
- Execution of Test Scenarios for CL module.
- Testing Support and clarification of parameterization issues.
- Effective communication and follow up with OFSS for the bugs raised during testing.
- Evaluation and Retesting of the fixes provided by OFSS.

Challenges

Being a green field bank, the users of the bank had very little exposure to banking, Central Bank regulations, Central Bank reporting and core banking application framework. So our consultants had to train them on the following:

- Core banking application framework
- FLEXCUBE

The Bank's users had strict deadlines with multiple tasks, primary task being preparation of product document for each banking segment. Considering the start-up nature of the bank, getting a dedicated time from the users was a challenge. The users were usually tied up with discussions and meetings. Largely, the purpose of these meetings was to come out with new product offerings. Hence Tarant professionals devised faster methodologies to train the users on FLEXCUBE with minimum available time.

The Bank had finalized the General Ledger setup, uploaded them into FLEXCUBE and parameterization was done on top of the uploaded GL accounts. Later the Bank along with a leading consultancy firm identified that there are serious gaps in the GL set-up and re-created the GL accounts. This resulted in the re-parameterization of the products. Our

consultants successfully managed it within the originally agreed time-lines. This efficient management by Tarant consultants helped the Bank avoid any delays and further cascading effect in the project schedule.

Things We Do Differently

As the users were new to banking, instead of starting with FLEXCUBE training, our consultants gave training on basic banking, banking application framework and then started with normal FLEXCUBE training. With this method, users were able to understand the FLEXCUBE application better and sooner.

Since the users are busy with multiple tasks, we have prepared a flexible training calendar with multiple sessions every day, where users have the option to plan and choose different training session every day based on their other tasks. This had relieved the pressure on the users, helped them to meet their deliverables and at the same time had quality training on FLEXCUBE.

In order to get the requirement correct, our consultants prepared a simple questionnaire, splitting the requirements into small logical units and asked plain and simple queries on the topic to understand their business scenarios. This way, the users easily understood the questions and were able to confirm the actual requirement faster.

During parameterization, our consultants didn't restrict themselves to just parameterization, but also gave lot of value addition in terms of explaining the users about the pros and cons of the current parameterization in terms of where are the restrictions and where the parameterization is made generic so that it can enhance the future business offerings.

Conclusion

Tarant FLEXCUBE professionals, by their dedication and adaptability, have won admiration of the customers/partners. In this engagement the bank was particularly pleased to get a training package customized to meet their requirement. Tarant consultants were able to modify the training in such a manner that the employees had the flexibility to attend it as per their convenience. Moreover due to efficient demonstration of FLEXCUBE the bankers could understand the system well within a shorter time.