

Desired State:

The plant operations were completely overhauled to achieve the following objectives:

- Customers able to access retail banking functions through multiple channels.
- Modernized systems supporting excellent user experience for front-end customer service and back office functions.
- Highly secure channels that provide authorized data for consumption by internal and external clients, thereby increasing number of potential partnerships with other businesses.
- Centralized data lakes or data warehouses that can be consumed by omnichannel applications.
- Productionalizing digital products in short amount of time.
- Happy customers with seamless digital experience at an already established and trusted financial institution.

Digital Strategy Focus:

- Implementation of Service Oriented Architecture using microservices and client – server models.
- Leveraging cloud based solutions for responsive customer user experience through scalability and handling of volumes.
- Data authenticity through centralized data lake and data warehouse.
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- Organization-wide implementation of agile, scrum and scaled agile frameworks.
- Implementation of DevOps, Continuous Integration and Continuous Delivery (CI/CD) and other tools for Just-in-Time development.

Accomplishments:

- Increased ROI through faster launch of new products and services in the market.
- Increased customer satisfaction, increasing number of returning and new customers
- Decreased overall cost of projects
- Decreased rates of project failures
- Decreased cost of labour (front-end/back office operations staff)

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