



zetaRP



CASE STUDY

Online Banking Interface Segregation During Branch Split-Up



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Introduction

In today's fast-changing financial landscape, the support of fintech plays a magnificent role in enhancing functionality and making changes to adapt to the current requirements, that bring a paradigm shift. Often, banks face challenges when they want to make critical decisions and involve experts in the finance industry to make a comprehensive study of the challenges, and solutions involved, and even to study the aftermath of these implementations.

In this case, and leading bank in the UK who has been the valuable client of zetaRP, has to deal with splitting a branch into two, which comes with a set of challenges requiring a comprehensive solution handle the spilt seamlessly. This situation brings unique difficulties that need detailed solutions, and this is where zetaRP becomes a crucial partner for financial institutions. The important collaboration between the banking sector and fintech displays how innovative solutions effortlessly come together to meet the industry's evolving needs.

This case study also elucidates the journey of a prominent bank navigating the strategic decision to bifurcate a branch while ensuring operational cooperation through a unified Finastra Equation core banking system. zetaRP adeptly reconfigured our Calculus - Digital Banking Solution Suite interface, addressing this key business requirement. Examining the challenges, innovative solutions, and transformative outcomes, this study underscores zetaRP's business acumen in reshaping banking operations.

This case study is a testimonial of fintech partnership in enhancing operational efficiency and elevating customer service standards, positioning forward-thinking banks for sustained business success.



Existing Scenario of the Bank

A renowned UK-based bank, known for its dedication to innovation and customer service, faced a crucial decision prompted by Brexit complexities. It has been serving customers across diverse socio-economic status and holds a prominent position in the financial sector, making it imperative to strategically address the challenges arising from the decision to split a branch into two distinct entities.

In response to the changing economic landscape, the bank strategically chose to split one of its branches into two distinct entities to cater to diverse customer needs. The decision to maintain a unified Finastra Equation core banking system for both branches required detailed adjustments in interfacing systems.

The Calculus - Digital Banking Solution Suite interface, crucial for smooth operations, needed significant reconfiguration to meet the unique requirements of each branch. In this challenging situation, the bank's forward-thinking approach and zetaRP's expertise combined to navigate the complexities of the split-up, ensuring a seamless transition, and laying the groundwork for improved operational efficiency and customer service standards in the post-Brexit financial landscape.

Challenges Identified

The decision to split a branch into two entities within the existing Finastra Equation core banking system presented the bank and zetaRP with several intricate challenges. Firstly, changes in the source libraries necessitated substantial modifications across a spectrum of zetaRP's interface programs, tables, and libraries. This extensive overhaul was crucial to ensure the seamless integration of the CALCULUS interface with the altered source libraries, avoiding potential disruptions in data processing and information flow.

Secondly, the creation and meticulous configuration of multiple subsystems became a critical aspect of the solution. The challenge lay in establishing these subsystems with precision to prevent any overlap in the diverse activities carried out by the two separate branches. Each subsystem needed to be carefully designed to cater to the unique operational requirements of its respective branch, ensuring that the branch-specific functionalities remained segregated and optimised.

The intricacies of these challenges required zetaRP's expertise to navigate the complexities of library restructuring, program modifications, and subsystem configuration. The collaborative effort between the bank and zetaRP aimed not only to address these challenges head-on but also to pave the way for a streamlined and efficient operational environment for both branches within the transformed banking landscape.

The solution proposed by zetaRP

zetaRP's adept response to the challenges posed by the bank's decision to split a branch and maintain a shared core banking system (Finastra Equation) exemplifies strategic ingenuity and precision.

At the library level, zetaRP initiated the creation of dedicated libraries for each branch. This meticulous approach facilitated the separation of data, mitigating the risk of confusion and preventing any potential overlap in the distinct activities of the two branches.

The next critical change is the implementation of source and destination data references, along with branch-specific validations and adjustments to business logic. Concurrently, program, field, and data set names underwent meticulous revisions, aligning with the appropriate naming conventions for enhanced clarity.

Notably, at the subsystem level, with new subsystems designed to empower each branch, allowed individual branches to set and schedule their specific subsystems independently. The configuration of these subsystems ensured seamless access to their designated libraries and library lists, fostering a clean and efficient separation of branch-specific processes.

Steps involved in the Transaction

zetaRP orchestrated a series of strategic steps, including the creation of dedicated libraries, meticulous program adjustments, and the introduction of independent subsystems. These steps ensured a smooth transition, data segregation, and optimal functionality for each branch, marking a transformative journey in the banking landscape.

Here are the steps involved in the successful implementation:

01

Database Schema Adjustments

A comprehensive evaluation of the existing database schema was conducted, making necessary adjustments to accommodate the changes resulting from the branch split-up. It ensured that the database structure aligned seamlessly with the new configuration, optimising data storage and retrieval processes.

02

Data Migration Strategy

To facilitate a smooth transition, zetaRP developed a meticulous data migration strategy. This step involved transferring existing data to the newly created libraries and subsystems. The strategy prioritised data accuracy, consistency, and integrity, minimising any potential disruptions during the migration process.

03

Real-time Monitoring Implementation

To guarantee the stability and performance of the newly configured system, zetaRP introduced real-time monitoring mechanisms. This step involved the implementation of monitoring tools and processes to track system activities, identify potential issues, and ensure continuous optimisation post-implementation.

04

Performance Testing and Optimisation

By simulating scenarios to assess the system's responsiveness, scalability, and overall performance. Subsequent optimisations were implemented to address any identified bottlenecks or inefficiencies.

Benefits of this implementation

The implementation brought several tangible outcomes, bringing a dual Internet banking system under a unified core, granting branches autonomy for custom configurations, and validations, and establishing rules independently.

The benefits are listed as follows:

Dual Internet Banking Solutions



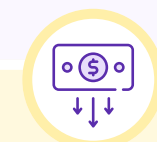
Introducing the provision of two fully featured Internet banking solutions within the framework of a single Finastra Equation core banking system, provided each branch to operate independently. Offering a seamless online experience tailored to its specific customer base has significantly expanded the bank's capacity to serve diverse customer needs.

Enhanced Flexibility for Branches



The implementation empowered individual branches with unprecedented flexibility to implement and fine-tune their validations, configure schedules, and establish operational rules autonomously. This decentralisation of control eliminated dependencies on other branches, fostering a dynamic environment where each branch could adapt its processes according to its unique requirements. This flexibility not only optimised operational efficiency but also improved responsiveness to local market conditions.

Cost Reduction and Streamlined Processes



By optimising existing resources, implementing streamlined processes, and eliminating the need for separate core banking systems for each branch, the bank achieved significant cost savings in terms of licensing, maintenance, and infrastructure. Also, the bank achieved operational efficiency, reducing redundancies and minimising manual interventions, enhancing the bank's overall financial performance.



Unified Customer Experience

Ensured a seamless and consistent customer experience across both branches, allowing customers from either branch to access the same services and enjoy a standardised interface. This not only promoted brand consistency but also heightened customer satisfaction by providing a unified online banking experience.



Efficient Resource Utilisation

The consolidated approach led to more efficient resource utilisation across the organisation. Shared infrastructure and resources, such as servers and databases, reduced redundancy, and optimised resource allocation, resulting in cost savings along with a greener and more sustainable operational model by minimising the environmental impact associated with maintaining separate systems.



Rapid Implementation and Time-to-Market

As the transition was faster and smoother during the branch split-up, through streamlined processes and well-defined implementation steps. This reduced the time-to-market for each branch's independent operations, also this rapid deployment ensured that both branches could swiftly resume full-fledged banking activities, minimising downtime, and potential disruptions to customer services.



Scalability and Futureproofing

As the branches expanded their operations, the shared core banking system provided a scalable infrastructure, accommodating increased transaction volumes and customer interactions. This scalability ensured that the bank remained agile and ready to respond to future growth and market demands.

Conclusion

zetaRP's strategic and tailored solution not only successfully addressed the challenges presented by the branch split-up but also contributed to the bank's overall operational efficiency, cost-effectiveness, and improved customer service. With a steadfast commitment to delivering innovative and effective solutions, zetaRP has not only adeptly addressed the challenges posed by the branch split-up but has also significantly enhanced the bank's overall operational efficiency, cost-effectiveness, and customer service standards.

zetaRP has an unwavering commitment to deliver innovative and effective solutions in the ever-evolving landscape of banking operations. The success achieved in this scenario underscores zetaRP's expertise in providing tailored and transformative solutions that bring about positive outcomes for the banking industry. This commitment to excellence positions zetaRP as a trusted partner, dedicated to navigating and optimising the dynamic challenges faced by modern financial institutions.

For more information on how zetaRP can assist your organisation in achieving similar transformative results, contact our dedicated team at +44 (0)204 574 2433 or reach out via email at salesdesk@MacroGlobal.co.uk. Our experts are ready to unlock futuristic opportunities and contribute to the success of your banking operations.



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We are here to help you

Please click on the web link below to access our sales desk telephone numbers and email and we will be in touch straight back to you.



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