



zetaRP

CASE STUDY

Historical Data Import to Online Banking Solution

Integrating historical data from Finastra Equation CBS into Calculus Online Banking database.



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Introduction

Banks are focusing on operational efficiency and customer satisfaction to ensure they are ahead of the competition in the financial realm. Banks are on the quest to update their services, infrastructure, and their strategy to approach their clients. On this note, a leading bank in the UK wanted to integrate historical transaction data available in EQUATION to the CALCULUS database, a neo-gen digital banking solution site created by Macro Global. They selected ZetaRP to carry out this operation.

By implementing **Macro Global's CALCULUS** as the keystone of their online banking infrastructure, the bank embarks on a mission to not only retrieve and integrate purged historical transactions from the **EQUATION** system but also to elevate the entire customer experience.

In this case, study, let us dive into diverse stages crafted by ZetaRP involving data extraction, program development, and extensive data integrity testing, highlighting how this initiative promises to redefine banking operations, eliminate redundancies, and set a new standard for seamless customer interactions.

Current Scenario of the Bank

The bank excels in customer service and has earned a formidable reputation in the financial realm, catering to a diverse clientele. The distinct growth of its clientele is a testimony to its customer service, catering to their growing demands. Despite its commendable reputation, the bank identifies a critical need to enhance its digital banking capabilities. Operating with two separate systems, EQUATION and CALCULUS, presented a distinctive set of challenges. EQUATION, the existing core banking system, had eliminated older transactions to separate libraries and various tape backups, creating silos that hindered real-time updates and efficient customer service.

To address the existing hurdles by retrieving, synchronising, and integrating historical transaction data from the EQUATION system into the CALCULUS database. The bank was also exploring several initiatives seeking to align the bank with the evolving digital landscape, providing a holistic and unified platform for seamless customer interactions and improved operational efficiency.



Challenges Faced by the Bank

ZetaRP carefully investigated and identified various hurdles that were hindering the seamless process.

Sequencing Complexity:

The bank grappled with the intricate task of sequentially retrieving historical backups. Ensuring a meticulous order is incredibly important to prevent the risk of missing or duplicating transactions during the data migration, adding a layer of complexity to the overall process.

Data Volume and Variety:

Dealing with a vast volume and variety of historical data posed a significant challenge. The diversity in data types and formats required careful handling to guarantee a smooth and error-free integration into the CALCULUS database.

Risk of Data Inconsistencies:

The transition from EQUATION to CALCULUS introduced the risk of data inconsistencies. Maintaining consistency in customer, account, and transaction details across different systems demanded a rigorous approach to prevent discrepancies that could impact overall operational efficiency.

Balancing Compliance Requirements:

The intricate nature of historical transactions made adherence to compliance and regulatory standards a delicate balance. Ensuring that the data import process met all necessary regulatory requirements without compromising operational efficiency presented an ongoing challenge.

Time Sensitivity:

The urgency to retrieve and integrate historical data added a time-sensitive dimension to the project. Balancing the need for expediency with the requirement for accuracy and thorough testing posed a challenge, requiring meticulous planning and execution.

The solution proposed by ZetaRP

The successful integration of historical transactions from the EQUATION system to Macro Global's CALCULUS involved a series of meticulously orchestrated steps.

ZetaRP, in collaboration with the UK-based bank, ensured each stage was executed with precision, addressing challenges, and paving the way for a seamless transition.

The following steps outline the comprehensive process undertaken:

Data Extraction and Loading

Identification and restoration of relevant tapes, backup libraries, and EQUATION tables on the AS400 platform is extremely critical. Selection of appropriate data, ensuring the inclusivity and accuracy of historical transactions becomes one of the important steps of success. Identification of necessary tables and fields, followed by a meticulous field mapping exercise between the source and destination AS400 tables is highly crucial.

Extensive Data Integrity Testing

ZetaRP initiates rigorous end-to-end Quality Analysis of data in the AS400 staging table, employing appropriate testing tools. Thorough checks were conducted for data inconsistencies to verify the accuracy of customer, account, transaction, and balance details. Confirmation of data integrity before proceeding to the last step becomes highly essential.

Program Development

Creation of CL, RPG, SQLRPG, and WRKQRY programs and queries equipped with business logic, validations, and calculations were carried out. This is followed by the transformation of valid source data into an accessible staging table, ensuring the data is ready for seamless integration into the CALCULUS database. This operation is followed by the alignment of programs with specific bank requirements, ensuring technical compatibility and adherence to the bank's operational needs.

Loading to CALCULUS Database

After ensuring the accuracy and integrity of the historical data, the last step involved the loading of data into the corresponding SQL tables of the CALCULUS database. Careful execution to prevent any data loss or compromise during the integration process.

The systematic execution of these steps, spearheaded by ZetaRP in successful retrieval, transformation, and integration of historical transactions. This has addressed the challenges posed by disconnected systems and laid the groundwork for a unified and efficient online banking experience powered by CALCULUS.

Benefits of this implementation

The meticulous implementation of historical transaction data integration from the EQUATION system to Macro Global's CALCULUS has led in a multitude of transformative benefits for the bank:



Unified Customer Experience



Customers now enjoy a seamless and consolidated experience within CALCULUS, offering a centralised platform to effortlessly access all their transactions. This enhancement promotes customer satisfaction and engagement.

Elimination of Backup Maintenance



The implementation has eradicated the necessity to maintain and manage old backups for future reference. Historical transactions are now readily available within the CALCULUS database, streamlining data management and reducing redundancy.

Efficient Inquiry Handling



Handling inquiries related to older transactions has become more efficient. With historical data integrated into the online banking platform, manual interventions are minimised, leading to quicker and more accurate responses to customer queries.

Regulatory Compliance and Audit Precision



The comprehensive retrieval and integration of historical data contribute to heightened regulatory compliance. The accuracy of transactions ensures that all compliance and audit reports generated from CALCULUS are founded on precise and reliable data, mitigating the risk of discrepancies.



Operational Efficiency Optimisation



Seamless integration of historical transactions has significantly optimized operational processes. Reduced manual interventions, quick access to comprehensive transaction details, and improved data accuracy collectively contribute to a more efficient and agile banking operation.

Future-Ready Infrastructure



The implementation establishes a robust foundation for a future-ready digital banking infrastructure. Equipped to handle evolving customer needs, regulatory changes, and technological advancements, the bank is positioned as a forward-thinking institution ready to adapt to the dynamic financial landscape.

Conclusion

The successful implementation of historical transaction data integration helped the bank navigate the complexities with expertise, providing a comprehensive solution that not only addressed the challenges but also unlocked a myriad of benefits. The elimination of backup maintenance, efficient handling of inquiries, and enhanced regulations brought tangible improvements in operational efficiency and customer service.

This implementation not only meets the current needs of the bank but also positions it as a forward-thinking institution with a future-ready infrastructure. ZetaRP, fortified with an expert team and acumen is leveraging solutions that elevate the success of the organisation.

Partner with ZetaRP to bring future-ready solutions, which are aligned with today's modern approach to the financial realm. Propel your organisation's success to a new era of efficiency and innovation.



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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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