Enhancing Efficiency: Leveraging User Exits for Auto-Populating Values Across Multiple Screens

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Introduction

In the dynamic realm of banking operations, the effectiveness and precision of transaction processing play a crucial role in guaranteeing a smooth customer experience. The Finastra Core Banking System, known for its command-based environment and menu-driven transactions, posed a unique challenge in the manual handling of Outward Clean Payments (AOP). Recognising the need for innovation, zetaRP boarded on a journey to streamline and automate the AOP process, creating a paradigm shift in the way transactions were executed within the banking institution.

This case study delves into the intricacies of the existing scenario, where AOP transactions require meticulous manual input and navigation through multiple operations. The challenges of time-consuming processes and the inherent risk of errors prompted zetaRP to implement a comprehensive solution, introducing user exits, static tables, and Look-up screens. The result is a transformative approach that not only eliminates the burdens of manual verification but also enhances productivity, accuracy, and the overall operational efficiency of the bank. This implementation will result in overall improvements for back-office staff and end-users, where various validations are performed on the back-office user screen sent through the front-end

This case study will speak about how zetaRP 's innovative solution reshaped the landscape of the overall Outward Clearing Process in the Finastra Core Banking System.

Analysing the current scenario

The bank currently uses the Finastra Core Banking System, which has a command-based setup with green screens that look like traditional command prompts. In this system, when dealing with Outward Clean Payments (AOP), users must manually enter details like the charge amount, transfer method, payment purpose, exchange rate, and commission amount.

The process becomes a bit tricky as users need to check multiple documents and tables for each AOP transaction. This makes the whole thing take a long time and increases the chances of mistakes because it's all done manually. The AOP transactions are like a set menu, where users must put in different details to finish the transaction.

Overall, the current way of doing things involves a bit of complexity with the command-based system, and users must spend extra time checking external references for each transaction. This setup makes the whole process take longer and introduces the possibility of errors. So, there's a need to find a better way to make things smoother and more accurate.

Challenges identified in the current process

In the current system, completing Outward Clean Payment transactions involves manual data entry and verification. Users must input details such as charge amounts, transfer methods, payment purposes, exchange rates, and commission amounts manually. This manual process not only consumes time but also introduces the possibility of errors as it heavily relies on the precision of human input.

One of the significant challenges lies in the time-consuming nature of the transaction process. Users are required to refer to multiple external documents and tables for each Outward Clean Payment transaction. This reliance on external references elongates the overall transaction time, leading to operational inefficiencies. The need to consult various sources adds complexity and extends the duration of each transaction, impacting the bank's overall efficiency.

The manual nature of data entry, coupled with the necessity to navigate through multiple external references, significantly escalates the risk of errors and discrepancies. The chances of inaccuracies in charge amounts, transfer methods, and other transaction details are heightened, posing a potential threat to data integrity. These errors not only require additional time for rectification but can also lead to financial discrepancies and customer dissatisfaction, affecting the bank's credibility.

In essence, the challenges faced by the bank are multifaceted, encompassing manual data entry vulnerabilities, time-related inefficiencies due to external reference checks, and an increased risk of errors that can have repercussions on data accuracy and customer satisfaction. Addressing these challenges becomes imperative for the bank to enhance its operational efficiency and maintain a high standard of transactional accuracy.

Solution proposed by zetaRP

zetaRP initiated a transformative shift by implementing user exits, serving as automated mechanisms to streamline the process of Outward Clean Payment (AOP) transactions. A screen-level user exit, meticulously tailored for the AOP menu, was introduced to seamlessly integrate with the existing Finastra Core Banking System. This focused approach enhances precision and minimises disruptions to ongoing operations. Leveraging predefined factors, the user exits and performs intricate calculations to populate crucial fields, including charge amount, transfer method, payment purpose, exchange rate, and commission amount. This strategic automation significantly reduces the reliance on manual input, mitigating the risk of errors.

zetaRP established static tables and validation rules within the system, acting as a centralised repository for relevant information and logic. This innovative approach serves as the backbone for an automated data population. By consolidating essential data and logic, these tables and rules eliminate the need for users to refer to external documents and tables during AOP transactions. This not only streamlines the information retrieval process but also enhances efficiency, reducing the time required for transaction processing.

In a bid to enhance user interactions, zetaRP introduced Look-up screens that overlay the existing command-based environment. This transformation was designed to provide a more intuitive and user-friendly interface, simplifying the interactions between bank staff and the system. The GUI screens not only streamline the data input process but also contribute to an overall improved user experience. The intuitive design reduces the learning curve for staff, making it easier to input transaction details accurately and efficiently.

Steps involved in this implementation

Augmenting the proficiency of the process has been executed by meticulously planning each step, and to increase the efficiency of the banking system, several steps were taken to unleash the transformative journey that implemented automation

STEP 01

Analysis and Assessment:

A comprehensive analysis was conducted on the existing Outward Clean Payment (AOP) process within the Finastra Core Banking System. This is aimed at identifying and comprehending challenges associated with manual data entry and the prevalent reliance on external documents.

STEP 02

Requirement Gathering:

Collaborative engagements with key stakeholders, including bank staff and system users, were conducted for a full-fledged requirement gathering by the incorporation of user feedback and insights gathered from system evaluations.

STEP 03

Designing User Exits:

The subsequent focus was on designing and developing bespoke user exits tailored to the AOP menu. These exits were intricately crafted to automate calculations, covering crucial aspects like charge amount, transfer method, payment purpose, exchange rate, and commission amount.

STEP 04

Static Tables and Validation Rules Setup:

Parallelly, the static tables within the system were established, which served as a central repository for essential information, enhancing data management. Simultaneously, validation rules were put in place to enforce data consistency and compliance with predefined standards.

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Steps involved in this implementation

STEP 05

Look-up Screens Development:

Look-up screens were developed that could overlay on the existing command-based environment that could simplify interactions, making transaction input more intuitive for bank staff.

STEP 06

Testing and Quality Assurance:

A critical phase involved rigorous testing and quality assurance to validate the robustness of the implemented solutions. Identified bugs were addressed promptly to ensure a resilient and error-free system.

STEP 07

Pilot Implementation:

A controlled pilot implementation was conducted to gather real-time feedback from a smaller user group. This phase allowed for fine-tuning based on user insights before the full-scale implementation.

STEP 08

Full System Implementation:

Upon successful pilot feedback, the final implementation was rolled out across the entire Finastra Core Banking System. Continuous monitoring and performance evaluation took place during the initial stages of the full implementation.

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Benefits of this implementation

▶ Automation through user exits reduces the need for manual input and verification during Outward Clean Payment transactions, minimising the risk of errors.

▶ Streamlined processes, facilitated by user exits, static tables, and Look-up screens, contribute to increased operational efficiency, allowing staff to focus on strategic tasks.

▶ Automation of AOP transactions and consolidation of relevant information in static tables reduce the time required for transaction processing, eliminating the need for users to refer to external documents and tables.

▶ Automation and predefined factors utilised by user exits enhance data accuracy by eliminating manual data input and reducing reliance on external references.

▶ Integration of static tables and validation rules streamlines the data management process, simplifying the overall workflow within the Finastra Core Banking System.

▶ Look-up screens provide a more intuitive and user-friendly interface, reducing the learning curve for bank staff and making it easier to input transaction details accurately.

▶ Reduced processing time and increased accuracy contribute to improved customer satisfaction, enhancing the overall banking experience and fostering trust.

▶ Implementation of validation rules ensures compliance with predefined standards and regulations, promoting consistency in data handling and reducing the risk of regulatory issues.

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Notable outcomes of this implementation

Strategic implementation from zetaRP has enhanced significant outcomes. It has enhanced efficiency, reduced errors, and enhanced satisfaction.

Efficiency Gains:

Automation and streamlined processes led to significant efficiency gains, reducing manual efforts and transaction processing time within the banking system.

Error Reduction:

The automated user exits, and centralised data management resulted in a substantial reduction in errors, contributing to enhanced data accuracy and integrity.

User Satisfaction:

The introduction of Look-up screens improved the overall user experience, reducing the learning curve and fostering positive feedback from bank staff.
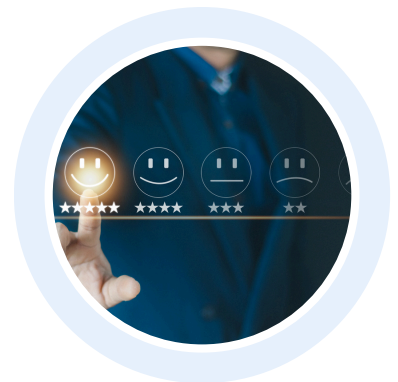
Operational Excellence:

The integrated approach of user exits, static tables, and Look-up screens elevated operational excellence, allowing bank staff to focus on strategic tasks.

Notable outcomes of this implementation

Customer Impact:

Faster, error-free transactions positively impacted customer satisfaction, fostering trust and loyalty by providing a seamless banking experience.

Regulatory Compliance:

Implementation of validation rules ensured adherence to regulatory standards, reducing the risk of compliance issues and reinforcing the bank's credibility.

Time and Resource Savings:

The reduction in manual verification and data entry translated into substantial time savings for bank staff, allowing for more efficient resource allocation.

Adaptability and Scalability:

The implemented solutions demonstrated adaptability to evolving needs, providing a scalable foundation for future enhancements within the Finastra Core Banking System.

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Conclusion

zetaRP conducted a comprehensive requirement gathering and carried out the effective changes that must be implemented to bring elevated results. Post implementation, the bank witnessed a quantum leap in its seamless operation, bringing effective outcomes. This achievement stands as a pivotal milestone, positioning the bank for success in a highly competitive landscape.

Through extensive years of serving clients, and elevating their business success, zetaRP has carved a niche in meeting the unique demands of our clients, and strategies a custom solution that is fuelled by technology, innovation, and a deep understanding of the industry.

We invite organisations to explore a collaborative partnership and unlock their futuristic opportunities.

Reach out to us at +44 (0)204 574 2433 or via email at salesdesk@MacroGlobal.co.uk. Our team is ready to engage with you, understanding your requirements and fostering a mutually beneficial partnership.

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