

## Case Study: Successful handling of CBS version upgrade and branch expansion

Period of transition: 2021

Client is a large PSU bank. Current team size to provide L2 support for Core Banking Software (CBS) is 18. Modules covered include all of corporate and retail banking.

### Challenges

- Resolution of tickets within reasonable time, post expansion of branches that happened. Number of branches increased by 90%, to over 10000 , along with SW version upgrade
- Maintain Quality Resolutions for efficiency
- Release of Change Requests (CRs) with least disruption in operations

### Objectives

- Bring Improvement in overall Efficiency – Quality solution to resolve the Issue
- Improvement in Turn Round Time (TAT) in Ticket resolution
- Smooth functioning of the Bank branches by rendering good Customer Service post-expansion by over 90% in branch network and during CBS version upgrade

The main challenges were in the merger and post-merger period. During the merger, there was CBS version upgrade, branch migration, increase in branch network, and inevitably a surge in tickets volume of almost 90%.

### Actions taken to achieve the objectives:

- Having Senior Banking Consultants with 30+ years of experience and rich domain knowledge in Banking.
- Provided Technically Efficient & Effective application support resources on all Modules of Core Banking Solution
- Created Knowledge Repository of commonly occurring tickets. This helped in handling of tickets faster. We had created this repository before the merger. Repository was exhaustive, with documentation of almost 17000 normally received ticket types and resolutions help.
- Training imparted in two phases, module wise. Phase 1 is on Banking Functional Domain and Phase 2 is on technology, including CBS tables and SQL. This training has been designed specifically for Application Support.
- Providing Training materials and details of tickets resolved with Root Cause Analysis(RCA).
- Conducting Monthly Review Meeting of our Team including System Integrator (SI) and Client (Bank).
- Recognizing Talent of the employees and rewarding for their career growth.
- Using Robotic Process Automation (RPA) in UAT and providing the Dash Board of Tickets Received, Resolved, Pending and Escalated to L-2 & L-3. We are planning more automation.

### Outcome

- We could maintain or improve support quality despite CBS upgrade, branch expansion, and surge in tickets through the transition period
- A satisfied System Integrator and Bank.

Note: Above services are provided in partnership with a large SI with whom we work in a managed services mode. Our initiatives above were taken in close consultation and support of the SI.