

Case Study

Credit Origination Application For Mass Credit Products of a Large Belgian Bank

Client Profile

The Belgium bank is engaged in multi-channel distribution via branches, insurance agents, brokers and the Internet. The bulk of the client business is generated in Belgium and in a number of Central-European countries

Business Challenge

To build a multi-bank application that addresses mass credit products for private purposes such as:

- Home Loans
- Repayment Loans
- Budget Facility
- Advance Tax Payments

Business Solution

Implementation Challenge

- Tight Schedules leading to configuration management issues
- Lack of standard estimation models

Methodology

- The POC was done onsite. Subsequently, knowledge transfer and complex technical designs were undertaken on-site and the rest, on an offshore basis
- Estimation models were established for each type and fine grained to enhance stability and predictability
- The on-site training model was replicated off-shore to achieve better efficiency
- Religious usage of configuration management tools and processes and close monitoring led to reduction in configuration related issues

Impact Achieved

- Reduced Loan processing time from fifteen days to one hour.
- Achieved economies of scale for various partners within the bank
- Enabled the client to align its existing IT Systems to Basel II regulations