



**BANKING INTELLISENSE**

# CORE BANKING STABILIZATION - MEDIUM SIZED COMMERCIAL BANK IN SOUTH AFRICA

A bank struggling with stability issues on its Core Banking System post implementation, a fledging IT team and unresponsive support from the vendor. IT system issues large enough to cause major customer impact, leading to manual corrections into system functioning thereby creating frustration for already stretched IT, Operations and Branch staff.

Faced with the challenge of a stretched IT and operations team, **iCreate** proposed four waves of continuous improvement bringing in stability, enthusiasm and optimism within the client organization with each consecutive wave.

## Challenge

To stabilize the system and reduce pressure on banks operations team and free up time/resources to take up improvement activities.

## ADVANTAGE iCreate

Turnkey, fixed price delivery of system enhancements.

Low risk since client sees improvement at the end of each wave each of which is a time box of short period (maximum 1 month).

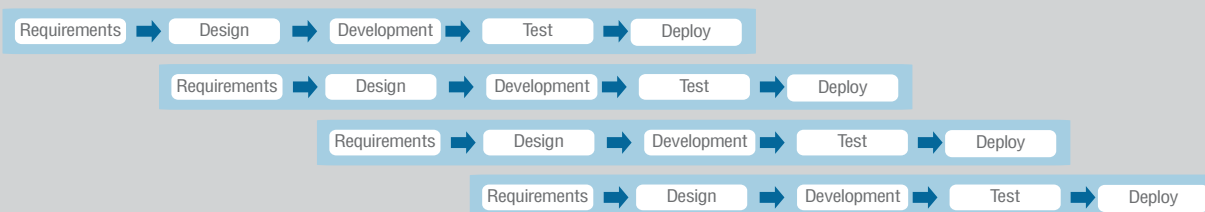
Bank sees tangible results in a short time which can then be improved/ enhanced with each wave.

Resulted in a high level of enthusiasm leading to a transformation in the Bank's IT and Operations

Customer satisfaction improvement both directly due to system improvement and also indirectly due to the enhanced work atmosphere at the Bank.

### The Traditional iCREATE's "Wave" Model vs. the Agile Interactive Model vs. waterfall model for delivering rapid improvement into a system

#### iCREATE



#### WATERFALL



#### INTERACTIVE

