A Major South African Financial Institution

CASE STUDY
The Transactions and Product services (TPS) Challenge

Challenges identified

- The client faced the challenge of supporting the main payment system, which was a 24x7 support model deployed in 19 African countries
- Mainframe system forms the main part of South Africa payments processing and processes close to 1 million transactions daily. It was reeling under pressure because of job abends caused by technical and functional issues

Our approach

- Zensar team is providing support across multiple geographies using dual shore delivery model. Zensar team has enabled value in TPS through various initiatives such as monitoring bots and live payment monitoring interfaces for key stakeholders
- We approached this issue through multiple solutions with a key focus on providing permanent fixes to job abends in production. It has helped stabilize the system over the last few years, bringing down average daily abends from 30 to just 4
1. The Transactions and Product services (TPS) Challenge

A snapshot of our engagement..

- **Functional Area**: Corporate Investment Banking Payments and Collections
- **Horizontal Service**: Application Development and Maintenance
- **Technology**: Java, JSF, SQL, PL/SQL, Mainframe (Natural and COBOL)
- **Scope**: Production support and enhancement
- **Duration**: Started around Nov 2012 (Around 8 years)
- **Team Size**: 16

**Quantified benefits**

- Leveraging Automation and Bots created by Zensar, the client was able to **save around $1.2 million** on manual monitoring of payments across the Africa region.
- Mainframe abend count reduction by our team resulted in **huge savings** for the bank on both financial and reputational fronts.
The Foreign Exchange system (FEDS) Challenge

Challenges identified

- FEDS generates a unique cover number for each forex trade. This number series was running out, and the obvious solution was to increase the length of the cover number. It had a big impact on around 12 downstream systems that were consuming the cover number.

- The majority of forex trades in FEDS are of Spot types. Due to challenges in other systems, FEDS was not getting updates on payment and settlement for Spot trades.

- As newer channels and functionalities are being added, the load on FEDS has been increasing, causing end of day jobs to take more time to finish.

Our approach

- Instead of increasing the length of the cover number, Zensar team converted the data type from numeric to alphanumeric and used a combination of alphanumeric to generate new cover numbers.

- While it is normal practice to maintain balance for Forward trades, it is not done for Spot trades. Zensar team provided a solution to maintain balance for each Spot trade which helped dealers to know the trade dynamics.

- We approached this issue with multiple solutions such as identification of critical jobs for bringing FEDS online, fine-tuning of long-running jobs etc.
The Foreign Exchange system (FEDS) Challenge

A snapshot of our engagement...

- **Functional Area**: Corporate Investment Banking Forex (Capital Market)
- **Horizontal Service**: Application Development and Maintenance
- **Technology**: SQL, PL/SQL, Oracle Forms & Reports
- **Scope**: Production support and enhancement
- **Duration**: Started around Nov 2012 (Around 8 years)
- **Team Size**: 09

**Quantified benefits**

- Alphanumeric cover number solution approach minimized the changes and risk to other systems that were using cover numbers resulting in savings of $1 million
- Based on the availability of Spot Balance, business has added new functionalities such as surrender and extension for spot trades which resulted in potential added revenue in the tune of $0.5 million
- We have reduced FEDS downtime by 1 hour despite increase in trade volumes in the past few years. It is a continuous optimization process
3 The Online Business Facelift Project

Challenges identified

- As per annual CSI survey Business Online client experience rating is 8.3 which was way below compared to an immediate competitor of the bank
- Realtime view of payment statuses and proactive communication of errors and delays were lacking. The Account maintenance process needed improvement
- Business online user-friendliness, e.g. look and feel, ease of navigation and fewer number of clicks
- Minimal use of existing front-end system which is developed on obsolete technology
- Minimal change in existing core systems
- No data migration delays

Our approach

- Successfully developed POC for one of the key business processes
- Aligned architects and product owners from both sides to define the architecture and functional boundaries
- Created various technical POCs on Angular and Java to unfold varies tools and components to make a robust system
- Aligned Agile teams with various features to ensure smooth delivery without many challenges during the project
- Provided demos to business on the end-product frequently to minimize the gap in client’s expectations
- Stabilized communication channel with key stakeholders from both sides to ensure quick feedback
3 The Online Business Facelift Project

A snapshot of our engagement...

- **Functional Area**: Payment
- **Horizontal Service**: Corporate Payments
- **Technology**: Angular, Quercus and Mainframe
- **Scope**: Improve Client experience using Web interface
- **Duration**: 6 Months
- **Team Size**: 40

**Quantified benefits**

- There was a risk of 20% of existing corporate customers of the client moving their relationship accounts to other banks. But this solution ensured retention of those accounts.
- Increase in client experience score on the Business Online Channel from 8.3 to 8.7 in 2020, as measured by the annual CSI survey.
Zensar is a leading digital solutions and technology services company that specializes in partnering with global organizations across industries on their Digital Transformation journey. A technology partner of choice, backed by a strong track record of innovation, credible investment in Digital solutions; and unwavering commitment to client success. Zensar’s comprehensive range of digital and technology services and solutions enables its clients to achieve new thresholds of business performance. Zensar, with its experience in delivering excellence and superior client satisfaction through myriad of technology solutions, is uniquely positioned to help its clients surpass challenges they face running their existing business most efficiently, helping in their legacy transformation, and planning for business expansion and growth through innovative and digital ways.

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