



British multinational banking and financial services holding company in 67 countries and territories.



The Challenge

- The Client wanted to improve and streamline the business processes to better manage the everyday banking functions for commercial customers on a common platform throughout the world, based on the Legal laws of their respective countries.
- The existing legacy system lacked efficiency, seamlessness, and modern functions, which impacted the onboarding of new clients and required many manual processes.
- Account opening system needed enhancement in the decision processes during the origination phase by automation of manual policy check and increase in the throughput and processing time.
- The customer could not know their banking status and required dependency on the company's customer care team.



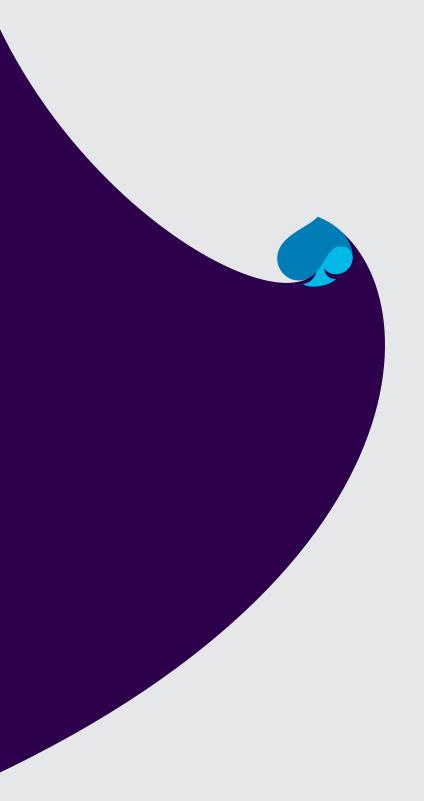
The Solution

- Capgemini collaborated with the client to implement multiple solution across the pain sectors to transform the business processes:
- Process choreography and orchestration is built on Microservice architecture - a distributed computing system where important components are connected by Restful API's.
- Implemented a flexible, scalable, standards-based architecture using IBM ODM.
- Implemented a Data Management System to store uploaded customer documents securely



The Outcome

- Reduced operational cost.
- Paper and its handling cost reduced to zero.
- Reduced code redundancy by 80% and fasten execution of processes by 200%.



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

Get the Future You Want | www.capgemini.com