



Case study



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

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