

Case study: Provisioning Application

Setting up a custom built provisioning application for a financial services giant ...

Contents

The Client	2
Abstract	2
Business Need	2
Approach and Solution	2
Business Value	3
The Outcome	3
Technologies	4

Abstract

A global leading software and IT services company that serves more than 25,000 customers in more than 70 countries approached Biogenys in customizing and implementing provisioning system, to improve communications to achieve higher quality and productivity. The application resulted in 99.99% effectiveness and saved the client millions of USD and time.

The Client:

The Client is one of the world's leading software and IT services company serving more than 25,000 customers in over 70 countries. Processes more than five million transactions a day. The client's solutions support the middle- and back-office functions for trade processing, clearance and settlement, data management, helping broker dealers, banks, control risk and manage cost. Providing centralized transactional databases to efficiently and effectively manage risk and support decision making across the enterprise. Manage mission-critical time series data for eight of the world's 15 largest central banks and eleven of the world's 20 largest commercial banks.

Business Need

The client approached Biogenys to design, develop and setting up a provisioning application to reduce costs and improve the communication across the organization. The challenges it was facing included delay from in-house development team, fewer processes and standards leading to delayed implementation and increased budgets. Also the client had to spend on rework owing to the inefficient usage of available team and tools. The program aimed at providing a cost-effective solution with a focus on selection and implementation of web based workflow provisioning application. The service areas included gathering user requirements, development, testing, implementation and quality compliance.

Biogenys Approach and Solution

Biogenys deployed one of their experienced professionals with prior domain experience and good understanding of client's business, particularly, experience working on gathering user requirements, validating project environment, to help the client in developing and implementation of the application. The program kicked off with a detailed study of client's need, existing processes, the gaps in existing execution techniques were identified by comparing current scenarios with successful past projects.



Biogenys Approach and Solution

Teams were setup at onsite and in coordination with Client's offshore team with domain and other application-specific courses required for the successful completion of the projects. Our team took no time to understand and adapt to the processes specified by the client to meet the regulatory compliance around validated applications due to the knowledge they carried around the domain.

The Outcome:

Biogenys' solution introduced the client to new methodologies, tools and techniques, leading to significant improvements in the entire communication and workflow process. Introduced efficient processes and industry standards, to achieve consistency of deliverables, thereby reducing cost and time on rework. Metrics reporting process was streamlined resulting in easy identification of pain points and their proposed solutions. Biogenys team came up with robust estimation models resulting in significant improvement in timelines, thus doing away with delayed implementations. Effective knowledge management, useful collaborations with domain and user expert groups and other specialized testing groups, comprehensive metrics reporting to the Client, and usage of well proven project management tools and techniques ensured the client was highly satisfied.

Business Value

Benefits to the client were:

- Communication Efficiency achieved over 99.1%
- Cost savings
- Client-specific tools, tailoring automation tool and macros reduced effort.
- Exhaustive test creation and execution guidelines for validated applications.
- Improved business value by early detection during the critical transaction time, leading to cost reduction.

Biogensys

Phone: (609) 297-8783
Fax: (609) 269-2222
E-mail: info@biogensys.com

Find us on the Web:
www.biogensys.com



Technologies Used:

1. Remedy 7.1. ARS
2. Integration between Remedy Help Desk, Change applications
3. Integration with MS Exchange and Remedy workflow
4. Crystal Reports integration with Remedy
5. Oracle Database 10g
6. Apache Tomcat
7. Korn shell scripts on Sun Solaris