Change of the securities back-office processor within 9 ½ months

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Company

German direct bank

Initial situation

To enable strategical progresses and differ from competitors, the customer decided to change the service provider for security business. The main objective was the reduction of handling costs and in parallel the rising of handling quality.

Task

- Total project management on the customer side and coordination with the project leader of the new service provider
- Supervision of all functional and technical sub-projects
- Total test management and support of the going live process
- Conception and management of critical functional and IT sub-projects

Realisation - approach

- Detailed project planning, result planning, verification of the contractual fixed milestones, project set up
- Analysis of current processes in all security service parts
- Analysis of deltas between current and target processes, development and prioritisation of system, interface and process changes (front office, back office)
- Creation of central concepts for migration, test and going live
- Conception and specification of system- and interface adjustments for master data, front-office, monetary system / ZAST, registration
- Assignment of the system provider for the realisation
- Test management and test execution (module, integration tests)
- Iterative migration of stock and profit data as also the customer master data
- Securing of productions preparedness and management of the conversion
- Formulation of measures for efficiency increase, which are implemented after going live

Result

- Migration was done within 9 ½ months
- In addition, handling costs were reduced by 30 %
- The ROI of the project was at 1