



INDUSTRY

Banking & Financial Services

Addressing growing business needs

BUSINESS BENEFITS

- Cost-effective system maintenance
- Built a knowledge repository for future use
- Internal certification programs enabled consistent evaluation of knowledge transition, which ensured the high quality of offshore maintenance services

L&T Infotech provides offshore support for the Systematics' Advanced Lending Solution for a global financial services institution.

THE CLIENT

Our client is one of the largest financial services institutions in the world and has close to 200 million customers in over 100 countries.

THE CHALLENGE

Our client had implemented the Systematics Enterprise Banking System for its consumer banking activities. They were seeking to move the project offshore to gain access to a deep resource pool and trim costs.

THE SOLUTION

The engagement involved maintenance and enhancement of the implemented Systematics' Advanced Lending Solution (ALS) package.

We used our five phase maintenance methodology to transition maintenance activities offshore.

1. Identified ALS-SM as a highly offshorable project
2. Set-up transition plan to transfer knowledge to offshore team
3. Our onsite team gathered knowledge and acted as shadow to client resources. This team included functional experts, solution architects and trainers
4. We deployed our 'Train the Trainer' model to create a pool of resources offshore. The team comprising business analysts and solution architects received training from the client. Subject matter experts created the training and certification programs as well as the training repository. The core team then trained the resource pool offshore.
5. We took over maintenance, initially acting as proxy for client resources, followed by complete transition of the project offshore.



Here's an example of the support activities performed:

- Enabling interfacing with third party systems (GL, Budgeting, Trading etc)
- Facilitating version upgrades of the software and modules
- ALS maintenance, support and enhancements
- Application testing including business flow and regression testing

L&T Infotech is a 100% subsidiary of the US\$ 7 billion, technology-driven engineering and construction major, Larsen & Toubro. We offer comprehensive, end-to-end software solutions and services to leading companies across the globe. We provide the winning edge to our clients by leveraging our business-to-IT connect and deeply committed people.

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