"Netwin banking software enabled us to serve our customers with more service delivery options. Time to market was reduced enormously. Regulatory compliance was made much easier."

CEO of a reputed bank in India

A Leading Co-operative Bank uses banking solution to offer better customer services and product portfolio.

Co-operative Banking

Our client is one of the premier Co-operative banks of North, Maharashtra, India's foremost business state. It serves more than two hundred thousand customers through it's 20 branches located in Maharashtra, India.

Challenge

Our client has a banking software developed in-house and based on outdated technologies. They had distributed databases with no connectivity between the branches. The client couldn't offer services such as anywhere banking and other delivery channels such as ATM, POS etc. Business was restricted due to inability of bank to offer it's customer full range of services. Competition from both local and large private banks was forcing bank to adopt solutions which could enable it leverage the benefits of technology.

Solution

Netwin developed and implemented software which not only automated the branch operations of the bank but enabled the bank to have a centralized solution hosted at their head office. Branches were connected to the Head Office through primary and secondary connectivity. The banking solution developed and implemented for the bank offered multiple delivery channels to the customers of the banks. Also the centralized database enabled the bank to comply with the regulatory requirements much faster. The business intelligence reports generated at the Head Office armed the bank management to analyse customer data and design products which could give a marketing edge to the banks.

Executive Summary

In this case study we describe how we have implemented the banking application software for a large co-operative bank. This bank has it's branches located all over Maharashtra. They wanted a proper software at the branches and the Head Office and also a software to automatically maintain a centralized consolidated database at the Head Office. They also wanted to have anywhere banking at all the branches.

The bank needed a software which would manage customer data centrally. The branches of the banks should be connected to the Central Data Centre at Head Office and the customers would be able to do banking operations from any branch/ATM of the bank.

Business Challenge

Our client has a banking software developed in-house and based on outdated technologies. They had distributed databases with no connectivity between the branches. The client couldn't offer services such as anywhere banking and other delivery channels such as ATM, POS etc. Business growth was restricted due to inability of bank to offer it's customer full range of services. Competition from both local and large private banks was forcing bank to adopt solutions which could enable it leverage the benefits of technology. The client wanted to offer all the modern banking services to it's clients. Further it wanted to improve it's regulatory compliance mechanism. Also compliance of systems audit requirements was a priority for the bank.

The client needed to address the following key business challenges

- Eliminate the need of manual consolidation of data at the Head Office.
- Get the consolidated view of the customer at branch of the bank.
- Enable the customers to use all available banking service delivery channels from any location of the bank.

Netwin Solution

Netwin Systems & Software (I) Pvt. Ltd. was selected as a software vendor to develop and implement this highly complex solution because of our past expertise in handling such projects.

We developed and implemented the software using Oracle Database and Oracle IDS. The various solutions offered were

- Central Banking Solution at the Head Office
- Implementation of Banking Solution at all the branches
- SMS Banking Solution

Benefits Summary

- Business growth was achieved due to greater product and delivery channel offerings.
- Better manpower utilization due to reduction in data duplication.
- Better regulatory compliance due to centralized data availability of both the bank and customer data
- Better funds management

System Requirement Document

A. Software Requirements Study

We analyzed the existing software of the bank and their requirements and then weighed them against the data requirement of Netwin's software solution and then came out with a solution to fill this software and data gap. The report was approved by the IT department of the bank.

B. Customization of the Software

The application software was customized as per the requirements of the customer as per the requirements document.

C. Client Acceptance Test (CAT)

The whole application after customization was tested and verified by the client's IT team on the test instance at the Head Office.

D. Branch wise Implementation Plan

After Client Acceptance Test a detailed branch wise implementation plan was prepared. The plan had the following details

1. Hardware implementation plan
2. Data migration and data entry plan
3. Data verification plan
4. Staff Training Plan
5. Branch Rollout and Signoff Plan

Business Benefits

The success of this solution was depended on the effective interface between the branches and at the Head Office of the Bank. The critical part was to ensure the availability of the Central Banking Solution at all the locations whenever required. This near 100% availability of the solutions was made possible by having redundancy in the system.

The benefits derived by the client were

- Elimination of manual consolidation of data at Head Office.
- Available of customer data at all locations at all times.
- Ability to offer all the available delivery channels to the customers.
- Better Regulatory compliance.
- Less time to roll out new branches
- Less training requirements
- Better data security and access controls.
- Better compliance of system audit standards.

About Netwin

Netwin Systems & Software (I) Pvt. Ltd. is specialized in innovative IT solutions and complex software
applications development. Netwin focuses on delivering customized solutions to its clients by converting business ideas into well defined solutions. Netwin combines research & development activity with practical application in programming, web development & integration, multimedia development, custom IT systems design, testing and consulting.

Founded in 1993, Netwin Group has made a lasting impression as a ubiquitous and high quality provider of technology services. Having accumulated extensive experience by effectively serving various clients in India, US , Europe and Australia in meeting their outsourcing needs, we are now partnering over 200+ clients globally. Our clientele ranges from Multinational Corporations to small & medium enterprises.

Putting forth an enduring vision for meaningful offshore software development, we have worked with
clients across a varied spectrum including key industries of Insurance, Finance, Banking, Hospitality, Travel services, Healthcare, Retail, Distribution and Manufacturing as well as Government and Public sector organizations.

Our range of offshore services includes software and web applications development and maintenance;
collaborative and CRM applications using Microsoft Dynamics, SharePoint and Azure architectures; dedicated resources hiring and consulting team using ODC model.

Netwin has full-fledged offshore software development centers at Pune and Nashik in India which have capacity of 200+ resources. We have a strong team of over 130 analysts, developers and testing engineers. In addition to this we are setting up a new development facility to accommodate more than 500 skilled engineers to cater to the increasing needs of our clients.

Technology/Tools Used

- Oracle Database
- Oracle IDS on Windows Operating System.

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