

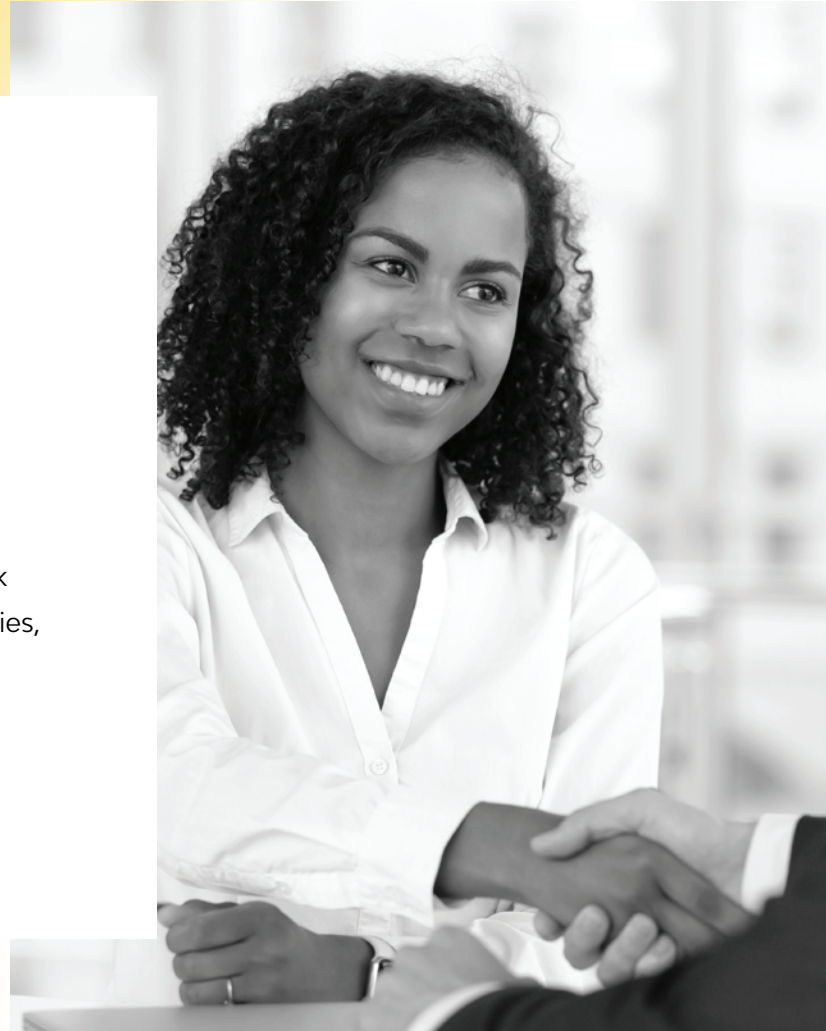


Case Study

**Leading South  
African Bank Partners  
with LTIMindtree to  
Transform Core Banking**

## Client

Our client is a South Africa based financial services group, offering personal and business banking, corporate and investment banking, wealth and investment management, and bank assurance with a presence across eight+ countries, 1.3 Mn+ customers, and 120+ servers.



## Challenges



The client needed a transformation in its program management, analysis, and data migration along with improvisation of its testing and MI and reporting.



## LTIMindtree Solution

- Technological implementation of FLEXCUBE retail (FCR 2.1) and FLEXCUBE corporate (FCC 7.2) for all modules

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- Program management, functional and interface gap analysis along with data migration strategy and execution

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- SIT, UAT, and performance and penetration testing along with regulatory MI and reporting

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- Business process mapping and documentation, and key and end-user training along with change management

# Business Benefits



100% platform availability (no major incidents for last two years) related to applications.



Increased SLA response time from **95%** to **99.3%**.



99.6% SLA achieved, against a target of **90%** (18000+ Support tickets per year).



**0%** Unauthorized/Change release (> **75+** Changes deployed on-time monthly).



Accelerated KYC completion - customer onboarding time reduction - **two** hours/ Customer, (Approx. **5000+** customer/month/per country).



Bank Digitalization through **100%** e-statements and paperless cheques (since 2018 using SYBRIN technology interfaced with FlexCube.



Implemented Agency banking process (New method for Bank's customers to access accounts along with existing Bank-owned ATM and branches).



100% system availability during the start of the day for two consecutive years.



**400+** hours of annual savings through Batch automation.

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit [www.ltimindtree.com](http://www.ltimindtree.com).