Aspire Digitizes Canada's Largest Credit Union Member Lifecycle Management with TemenosUXP

ATTENTION. ALWAYS.

aspire
SYSTEMS
attention. always.

ABOUT THE CUSTOMER

Our banking customer is a reputed, member-owned financial co-operative, headquartered in Canada. They have a client base of 525,000 members and 59 branches all over Canada. They offer Personal Banking and Business Banking services for individuals, businesses and not-for-profit organizations. Their host of financial products and services include deposits, loans, investments, credit cards and foreign exchange.

CHALLENGES

Despite being a leading Financial Institution, they were burdened with a legacy web portal and an outdated User experience. Each functional layer of the website used different systems and technologies which were siloed. Besides, customers were finding it difficult to access the website across smaller devices.

The following challenges were obstructing organizational growth

Business Challenges

- The systems were siloed due to a lack of integration. So a time consuming act of manual intervention was necessary to enter the data fields.

- This resulted in data redundancy across multiple systems due to which the performance hit a bottom.

Technical Challenges

- The member data were saved in distributed systems like T24, TSYs and CRM applications.

- The business fields in these systems were disparate and hence data updation, maintenance and validation became a challenge.


SOLUTION

Aspire solved the challenge by partnering with the FI and helping them with their 'outside in' approach. We developed the Member Lifecycle Management (MLM) portal which provides a superior user experience to suit the needs of the millennial.

- We designed an intuitive, user friendly UI for the new system with a seamless customer experience.

- The design supported responsiveness making the application well accessible across smaller devices.

- The disparate systems were integrated to report a consolidated view to the end users.

- We eliminated data redundancy across the multiple systems thus avoiding manual intervention.

- We ensured that the change in MLM portal gets updated and reflected in their respective systems in real time.

- The MLM portal acts as a central hub to integrate, control and manipulate the member's data.

- It gives a quick, ease of use to retrieve and create members in the portal

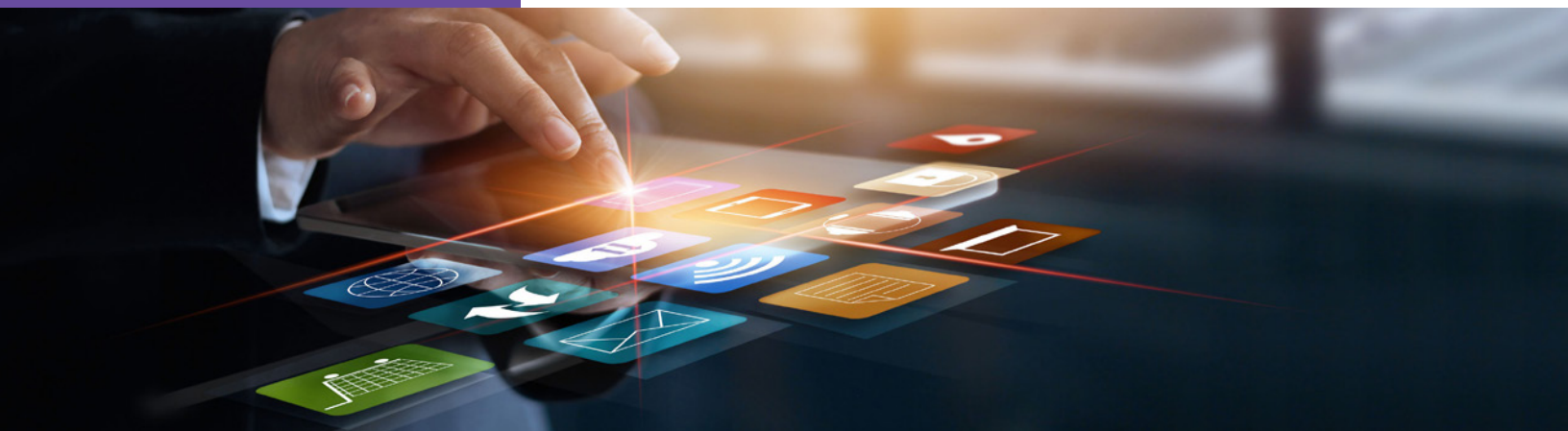- There is a controlled flow of information in the systems, within and without

TECHNOLOGY SNAPSHOT
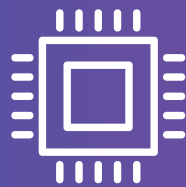
Tools Used:

TemenosUXP

Platform :

Windows

Programming Languages :

Java stack, Web services REST

The Integrated Environment's User Interface

Central portal which integrates multiple systems:

RESULTS

The customer experience metric ascended to an all-time high because of the user experience and due to the availability of one central portal to integrate multiple systems. To fetch a record, the customer had to initially plug into multiple systems and extract data. Then this had to be consolidated by manually removing the redundant data. Now, they are powered by one central portal from which they can pull out all the data which saved them from a lot of manual work.

ROI

There was a huge cut down on the time, cost and valuable human resource by around 80% due to the centralised MLM portal by providing a seamless integration across disparate systems. These metrics could be focused on other key areas which improve the business critical ROI. By a centralised automation, the FTEs could stop doing mundane manual extraction and focus on more interesting challenges and key focus areas. This positively affected the bank's top line numbers.

FUTURE IMPACT

The portal is user friendly and intuitive, paving way for a seamless and excellent customer experience. The solution implementation was provided in such a way that it is flexible to incorporate any changes in the future. It is also fully forward compatible for advanced versions. Its responsiveness across smaller devices meant that employees can work beyond the scope of the workplace by carrying their work anywhere, anytime. Hence its usage became an effortless and time saving process.

www.aspiresys.com

aspire
SYSTEMS
attention. always.

ATTENTION. ALWAYS.

ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.