

# Large Multinational Bank - African Payments Redesign

## Multi-country payments environment design

### Client Situation

- The bank as part of their payment landscape transformation needed to deliver a new payment engine and enhance payment origination channels across 9 African countries, 10 banks – Seychelles, Zambia, Kenya, Mauritius, Botswana, Mozambique, Uganda, Tanzania and Ghana
- Multiple payment systems and different core banking solutions were being used providing inconsistent processing with lots of manual intervention
- The project has the goal to deliver a payment landscape that realizes the highest degree of automation across the banks African operation under the restriction of regulatory, technical and economical feasibility
- The requirement was to assist with the end to end payment solution design, solution deployment as well as change management

### Approach

- Adopting the Agile methodology in designing a standard payments solution for EFT and SWIFT payment instruments
- Development of payment processes across the multiple modules
- Defining solution requirements and business rules used in designing the solution
- Test and Deploy the Payments platform
- Managing change for multiple countries deployment
- Reconciliation Support and analysis to ensure that Country specific regulations are met
- Co-ordination of multiple vendors, peripheral systems and departments whom directly impact or are impacted by the payments platform
- Alignment of solution with multiple peripheral systems to enable a robust payment platform end to end
- Alignment of solution with multiple areas of the bank; Retail, Corporate and Business banking to ensure a robust payment platform end to end

### Sample Deliverables

#### Project plan & approach



#### IT infrastructure planning



#### Business requirements



#### On-site workshops series



#### Standard payment process



#### Epics and User Stories



### Key Benefits

- A standard payments solution for 10 banks, across 9 African countries (for EFT and Swift payment instruments)
- Automated payment processes, enabling the bank to handle mass payment volumes
- Enable future growth from accelerated payments processing time, and payments capacity across the African space
- Greater and more value add payments offering to clients to further drive competitive advantage in the African Payments space