

Large South African bank

Digitizing the bank

Client Situation

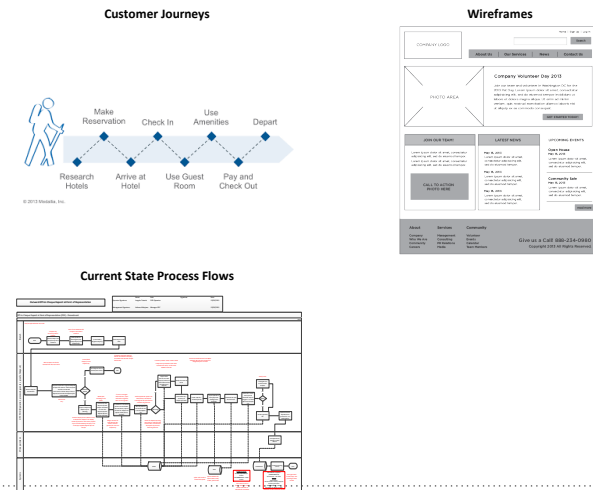
- The requirement was to assist in implementing internet based technologies for business process that involved a high-level customer touch point.
- The objective of the project was to:
 - Digitize business process that involved a high number of customer touch points
 - Provide management with near real-time customer engagement and interaction data to better manage the customer experience
- Assistance was required in providing a team to support the analysis and design effort required to implement technology solutions that form part of the digital architecture

Approach

Structured and lean delivery framework that is applicable across Agile, Waterfall or Prince II methodology:

- **DISCOVERY:** Transform ideas into requirements and estimation in time and cost as early as possible and revise when additional data is discovered to build momentum around stalling points
- **PLANNING:** Involvement of key stakeholders in clarifying requirements and clarify any queries enables timely decision making
- **PRODUCTION:** Output from beta development serve as proof of concept and early proto-types to verify requirements
- **DEPLOYMENT:** Releasing functionality in small increments improves quality and reduces risk of something going wrong at the final step
- **MAINTENANCE:** Leverage retainer model with frequent review and updates to the model to best respond to user issues by development or support team

Sample Deliverables



Key Benefits

- Customer approach to work stream delivery within a robust and predictable framework.
- Early and continuous stakeholder engagement add to agility and avoids project stalling.
- Quick turnaround of requirements enable faster learning and flexibility in the desired outcome.