



Financial Services - Custom Development

Case Study

The banks debt recovery process for local business was based around a Microsoft Access database and an Excel spreadsheet extract, and relied on manual and semi automated processes to load data about bad debt accounts.

In today's economic climate, and with external scrutiny from shareholders, Government and the general public, banks are under pressure to minimise bad debts and recover outstanding loans from unstable and failing local businesses. The process requires up-to-date, reliable and accurate information so that decisions can be made quickly and to the benefit of both the bank and the local business.

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Collectors used the Access database (along with paper worksheets and the mainframe system) to manage debt collection cases but the bank realised that the solution occasionally hampered collections activity and restricted the level and flexibility of Management Information that could be provided.

Improving efficiency and effectiveness

The bank approached its long term partner Ridgian which had recently completed a Business Intelligence solution that allowed the them to reduce costs and meet shareholder demands by providing immediate access to the right information at the right time to improve the decision making process.

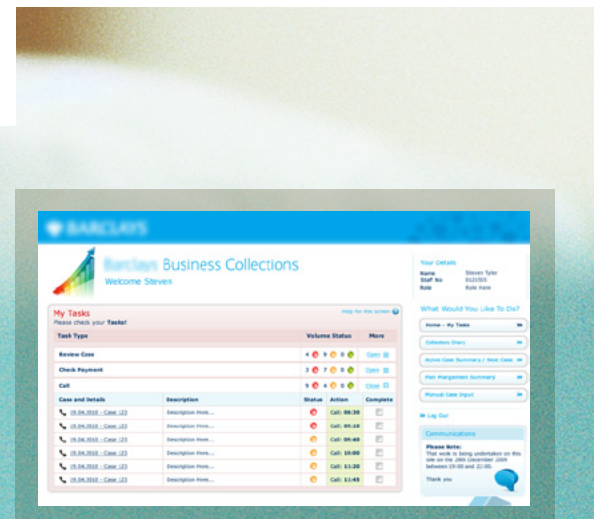
"The existing debt recovery solution was time consuming and there was a danger that errors could be introduced when information was keyed in"

explained Simon Betteridge Ridgian's Technical Director.

"The system limited the number of concurrent users and relied on several disparate databases that delivered identical functions"

.NET Application

Custom Browser based Application designed to fit business requirements perfectly whilst respecting the Customers branding guidelines



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Following analysis of the banks immediate and medium term objectives of the stakeholders, Ridgian put forward a proposal for a stable, flexible and cost effective Local Business Collections Workflow and Reporting System built entirely on Microsoft technologies and accessed via web browser technologies.

"Our solution will improve collector efficiency and allow team leaders to administer the whole process" added Simon Betteridge, "Drawing on our expertise with Microsoft technologies and our experience in developing complex applications for major international corporations, we developed a solution consisting of a Microsoft ASP.NET web application fronting a Microsoft SQL Server backend database with operational reporting provided by SQL Server Reporting Services."

A tactical and strategic solution

The solution was seen by the bank as a tactical replacement of the current solution but was part of an overall strategy that would bring the Local Business collection process in line with the rest of the banks strategic way forward.

In partnership with the banks development team, Ridgian developed a two-way integration between the banks internal systems and, using SQL Server Integration Services, migrated existing data from the Access systems onto a single database platform based on Microsoft SQL Server.

Specific requirements

The bank had been extremely specific in the features and functionality that the new system should deliver. As well as supporting many concurrent users, the solution had to be intuitive and easy to use, automatically present case details to collectors and provide both scheduled and 'on-demand' reporting capabilities on arrangements, correspondence, SMS and telephone messages, daily delinquent positions, workflow positions and concluded cases.

Working closely with the banks internal IT development team, Ridgian designed, developed and implemented the solution on time and to budget.

"Although the bank had in-house IT development capabilities, they did not have the in-depth knowledge of Microsoft technologies that were essential to the project's success," continued Simon Betteridge. "It made sound financial sense for the bank to partner with Ridgian and gain 'on-tap' access to the necessary high levels of specialised technical expertise rather than train their existing staff or recruit expensive, specialist technicians"

Reducing the total cost of ownership

Now live, the solution is delivering the capabilities that were required. The Microsoft platform fits well with other applications currently in use, ensures stability and robustness, and has helped reduce total cost of ownership as there are no per-user licensing costs.

The development of bespoke functionality ensures total freedom to model business processes as required. Data is accessible via the web application from anywhere within the network (including from home via a VPN connection) and the flexible and easy-to-use reporting capabilities allow users to obtain the precise information that they need, when they need it and in their preferred format.

"With a central, secure and single location for all application data, inbuilt redundancy and automation, the new solution ensures that cases remain on user diaries until the case is completed" concluded Simon Betteridge, "The solution has measurably improved department performance, removed the lengthy manual processes, enhanced the availability of accurate, reliable and trusted information and allows collectors and managers to focus on their core responsibilities"

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Customer Profile

The bank is a global financial services provider, engaged in retail and commercial banking, credit cards, investment banking, wealth management and investment management services all over the world. With a vast, international reach, the bank offers innovative products and services to meet the needs of its diverse base of customers and clients.

Business Situation

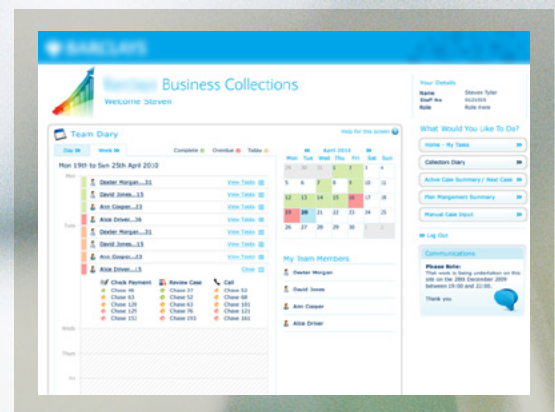
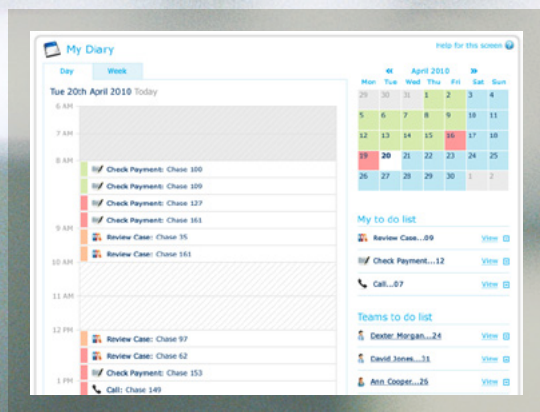
The bank's debt recovery process for local businesses relied on an inefficient Collections System that was time-consuming, inefficient and inflexible, caused frustration at all levels and severely impacted upon the efficiency of the Local Business Collections unit.

Solution

A Local Business Collections Workflow and Reporting solution designed, developed and implemented by Ridgian, consisting of a Microsoft ASP.NET web application fronting a Microsoft SQL Server backend database with operational reporting provided by SQL Server Reporting Services.

Benefits

- Improved performance monitoring of the operations team
- Improved overall debt collections
- Application can be accessed from anywhere within the bank's network
- Enhanced stability and robustness
- Central, secure, trusted and single location for all application data
- Total freedom to model business processes exactly as required
- Reduced total cost of ownership
- Staff can now obtain the information they need, when they need it and in any chosen format





Ridgian

Business Evolution
IT Excellence



Ridgian Limited
1st Floor
Victoria House
Quay Place
92-93 Edward Street
Birmingham B1 2RA

Telephone
0121 233 7200
Facsimile
0870 950 5995
Email
enquiries@ridgian.co.uk

www.ridgian.co.uk