



e&e Solutions Case Study

Engagement Overview

e&e were engaged by a leading financial services client for a program of work responsible for a combined budget of over \$70M. The project involved replacing a number of legacy systems through a customised build of the TCS Bancs Core and Online Banking Applications and the integration into the client's system environment and interfacing systems.

Scope of work

A key part of this engagement was the development of the go-live cutover implementation plan including all technical implementation, business implementation readiness and implementation validation activities. The go-live cutover was based on a big bang approach.

In order to ensure a successful go-live and effectively manage the risks involved, an implementation roadmap was created, which involved planning and executing a series of dress rehearsal events prior to go-live. Both a high level and detailed implementation schedules were created in order to effectively coordinate both the dress rehearsals and final cutover.

A number of third party vendors/partners were engaged and managed to ensure associated implementation activities were effectively identified and incorporated into the cutover implementation plan and schedule, e.g. VEDA Credit Bureau Integration and finance general ledger systems.

Detailed business analysis activities were undertaken to define the business processes for each of the client's line of business to effectively identify cutover requirements and solutions, e.g. HR payroll integration and member call centre support.

Detailed systems analysis activities were undertaken to clearly define functionality and integration points and determine cutover solutions and management required.

Cutover and transition solution documentation was created and distributed to relevant stakeholders in order to define the approach, options analysis, communicate risks, solution design and obtain business support and formal sign-off. This involved testing and validating various implementation components to ensure the implementation approach was able to meet the cutover requirements.

The development of status reporting, decision papers and presentations were required in order to clearly articulate the approach taken around implementation, risk management and business readiness with the senior leadership team.

Outcome

The implementation, cutover and go-live of the client's banking system were well planned, rehearsed and executed on-time with minimal disruption to the member base. Workarounds were successfully implemented where required to overcome initial defects and delivered risks were mitigated to the satisfaction of the business and industry regulators.