

Assess

Our client is the UK branch of a large global bank.

cibsys engaged with the IT department who were looking for a more secure and cost-effective way to deliver better services to local trading desks for their Commodity Warrants business.

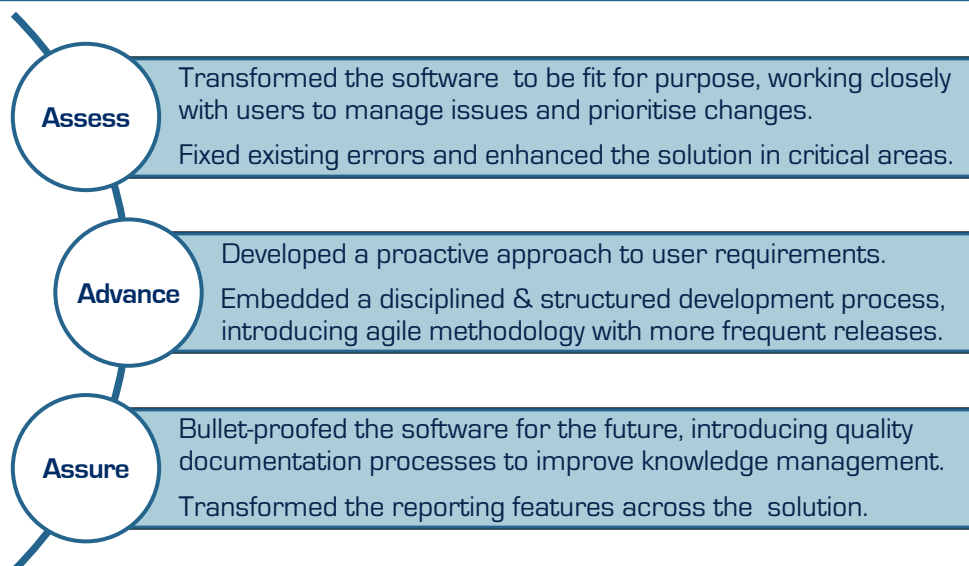
The IT department was using a number of third party contractors to deliver a solution that handled commodities derivatives trading, hedging of risks, and clearance of contracts.

- » The fact that the services were provisioned by a number of disparate third party suppliers resulted in:
 - » An unstructured approach to development.
 - » Key man risks, with knowledge about the systems not properly shared, communicated, and documented.
 - » Low user satisfaction due to slow turnaround on requests and poor software usability.
- » The software was not deemed fit for purpose. The CIO acknowledged the systems and services required an End-to-End cohesive approach and re-engineering. They required Business Analysis expertise, Project Management capabilities, and full development services.

Advance

cibsys took over the development deploying a coherent approach and plan to the delivery process.

The main priority was to improve the quality of the software and ease of change. This was achieved by transforming development processes, getting more through the pipeline and adhering to stricter quality and higher standards.



Assure

- ✓ The software and services were taken to the next level via a structured, optimised and agile new development process.
- ✓ Documentation and knowledge management were significantly improved, lowering the key man risks.
- ✓ More software features were delivered in shorter timespans with quicker releases, raising user satisfaction and the perceived value of IT.
- ✓ Cost-effectiveness of the service using a single supplier was raised by 35%.
- ✓ cibsys provided high quality complete implementation and support services, which enabled our team to successfully take the services through the later inter-bank merger at the client and handover effectively.