

Growth Enablement / Transformation | Banking Software MNC

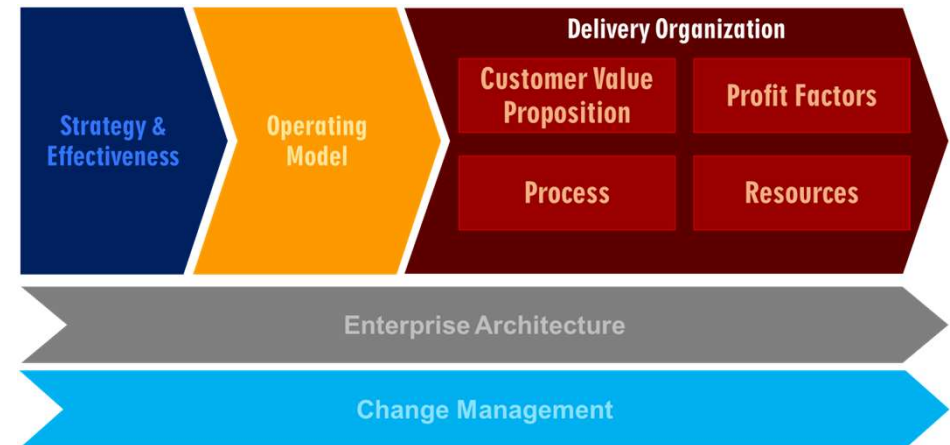
Transformation engagement to ease large scale operating model issues, inhibiting growth and customer delight.

Opportunity

- Global player in the Banking Software industry (non-core solutions) with multi-node operations and development
- Unsynchronized operations with operating model issues
- Unsure delivery and support
- Customer loss

Solution

- Reworking of delivery methodology and project management framework
- Redesign of interaction and engagement mechanisms between on-shore client facing, and off-shore delivery teams and the overall Operating Model
- Recommendations for:
 - Capability building
 - Software Engineering
 - Software Release Management
- Involved Organizational Change Management



Benefits

- Delivery Improvements in terms of
 - Reduction of cycle time for customized configurations
 - Reduction in scope leakage
 - Lower bug leakage per release
- More effective operations, lower conflict situations
- Higher customer satisfaction, and retention