



White Paper

Knowing the Unknown

Project Systems & Solutions
Bangalore - India
Vilnius - Lithuania

Bank Operations Support – Knowing the unknown

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Introduction/Unknown:

During migration from legacy system to a new (upgraded) system. The team handling this will do the job as per the expectation resulting is business satisfaction. Post completion of migration after few months, the operations are handed over to a Bank's support team

The project team will dismantle after successfully completing the above. Now this will be taken over by a new team which will consist bank & vendor support. Here come the handover issues, KT, communication issues, troubleshooting issues, system dependency and person dependency in knowing of the technical & functional flows.

Bank is unaware of all the above inclusive of Migration, implementation support, handover from Implementation team to Vendor support team. **What is done, how it is done, where it is done** both technically & functionally in most of the cases

Issue tracking is always critical to any system or development projects. To track issues and maintain support manuals many organizations rely on MS Excel, Spreadsheets and Word documents. Are we sure of these methods being efficient and effective means for a knowledge base??

Concerns/hurdles in Bank's operations:

- Handover Issues
- Knowledge transfer completely
- Troubleshooting issues
- System dependency
- Person dependency
- Efficiency in issue analysis
- Communication of the actual situation and progress among team
- Complex systems work flow identification both technical & functional
- Issues in timely reporting of the criticalities

Scope of Support & Reporting:

- Understand the issue: To know whether it is an issue or not
- Find the issue: To know where the issue has happened
- Analyze the issue: Deep dive in to the issue
- Address the issue: To resolve the issue word around or a permanent solution

Aim of support services for is to help clients achieve high performance by addressing the challenges and creating opportunities. In other words, to cover the entire process of selecting, implementing, maintaining and operating FLEXCUBE. Overall, covering all aspects of banking IT. Consistently delivering superior value to the respective stakeholders worldwide.

Support services requires to understand the business rules required for the operation of the bank are part of the core banking solution and also regulatory requirements for all geographies, sector guidelines, industry best practices & policies unique to the bank.

Knowing: One click issue tracking -> Pro-Line

Pro-Line is a practical driven approach to track the issue and create a knowledge base. In existing framework this is managed by DMS (Doc Management System) which are unread in most of the cases. Pro-Line streamlines the issue tracking mechanism. An issue always involves the several aspects and systems and priorities. To cover all these aspects is tedious and difficult for a support team.

- ✓ Pro-Line is a tool which is built to ease the monitoring of technical and functional process, where in there are more applications/systems which have the complex integration and flows.
- ✓ Pro-Line is the simpler solution to this challenge and is capable of monitoring a vast set of applications and systems flow.
- ✓ It is a one click solution based on the configured definitions & providing the data on all the activities performed in the systems.

Advantages:

- ✓ One Click solution for Banks IT support
- ✓ Holistic view of the existing process flow through a unified dashboard
- ✓ Cast 360° view process technical & functional monitoring
- ✓ Tracking process flow across systems & applications easily
- ✓ Ease in IT troubleshooting
- ✓ Pro-Knowledge base & Information solution
- ✓ Managing Admins capacity
- ✓ Tracking all the routine tasks accomplishment on daily basis
- ✓ Assist performance management
- ✓ Integrated process knowledge repository
- ✓ Platform independent
- ✓ No hardware and software overheads
- ✓ Low cost of ownership with the huge ROI

Conclusion:

Issue tracking should be effective and eliminate the excess time & effort. Always Bank tends to ignore or unobserved things assuming Teams (Development, Project, Banks support, Vendor teams) will take care. These unnoticed activities during crisis or issues; always hit us with cost, time & effort and sometimes resulting in customer dissatisfaction. Bank will realize the importance of knowing all the processes during crisis.

Advantage with Pro-Line is the Banks support will be able to easily keep track of all the activities and tasks, also helping the support team to easily identify the issue with just one click. This provides the way for Bank to realize significant cost savings with proper configurations of the parameters in Pro-Line for all the required activities.

Project Systems & Solutions
#582,10th Main,5th Block Jayanagar,
Bangalore - 560041
+91-9845138253
Shrinath.k@prosysols.com
www.prosysols.com

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