

# SEAMLESS APPLICATION TRANSITION WITH ZERO DOWNTIME!

Acuma helped a Client to seamlessly transition their corporate MIS and reduce processing time by 50%



## CLIENT OVERVIEW

Our Client is a Singaporean multinational banking organisation headquartered in Singapore, with branches mostly found in most Southeast Asian countries. They provide commercial and corporate banking services, personal financial services, private banking and other asset management services. It has 68 branches in Singapore and a network of more than 500 offices in 19 countries.

**Client**  
A leading Bank

**Industry**  
Banking

**Service Offering**  
IM and Business Intelligence Solution



Acuma transformed the Client's Management Information System through innovative Information Management and Business Intelligence solutions.

## Business Challenge

### ■ Application complexity

The legacy system that was developed a decade ago was lacking scalability and compatibility with the latest technologies

### ■ Disintegrated Data Management

The system was not centralised and data were stored in disparate centers causing serious duplication, inaccuracy and convolution

### ■ Inadequate Reporting

Disparate data proved to be a big challenge as it didn't allow users to gain useful insights and better reporting.

## Business Solution

Acuma initiated the transformation by standardising the data from various sources to a single format. The standardised data was then stored in the data warehouse with enhanced features for customisation, analytics and reporting. A user list was created and access rights were given according to the user level. A monthly data upload and processing was scheduled to keep the data organised and error-free. Acuma's solution included the following benefits.

### ■ Smooth Transition

The most challenging task of data integration and application transition was successfully completed with zero transition disturbance to the client within the stipulated time frame.

### ■ Enhanced Reporting

A new BI tool was introduced to get the best out of the integrated data through crisp and customised reporting and dashboards.

### ■ Support and Maintenance

Proper training and knowledge transfer were given periodically and ad-on team performed thorough testing, monitoring and maintenance activities to ensure that the system remains up to date.

## Business Benefits

- The new optimised and modernised application reduced the processing time by 50%
- Timely support and optimisation reduced maintenance cost by 30%
- An enhanced report and dashboard generation provided meaningful insights