



CASE STUDY: One of South Africa's Top 4 Banks Wall Street Program

About the Customer

The client was (and is) one of the four largest banking groups in South Africa, with a wide range of wholesale and retail banking services. They are present in 39 African countries, and serve close to 8 million clients across the world.

Key Challenges

- Differences in regulatory requirements of the South African Forex and Money Market business
- Knowledge of 40+ customer specific legacy systems, with which the Wall Street product had to interface
- Lack of proper documentation of all the involved systems
- Cross sell and upsell of the group products to customers
- Coordination between multiple teams that were geographically spread out

Business Objectives

The bank had embarked on a journey to replace all their Foreign Exchange and Money Market systems with a commercially available alternative.

The key business objectives included:

- To comply with the SARB Regulations ruling
- To enable the creation of a scalable platform
- To enable the bank to exploit opportunities presented by new and existing growth markets, using the new platform.
- Deploying standard IT and business processes across the trading business within the bank.
- Reduction of the operational risk associated with supporting multiple systems
- Enabling the back-office to reduce the current manual interventions required to maintain the integrity between all the various systems and disparate business processes

Nihilent's Role

- Overseeing the program testing portfolio
- Formulation & Implementation of Test Strategy, Test Plan, Test Process and execution
- Design and define the testing processes
- Predictive Analysis and Risk Profiling – predicting the health and behavioral pattern of the system before it went into production
- Identifying the weak spots in the delivery process and human intervention
- End-to-end verification of business functions



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Business Benefits

- Alignment of the system to business objectives
 - • Metric based approach to ensure maintainability, predictability, and adaptability of the system
 - Defect free delivery through risk-based testing approach
 - Predictive risk modelling
 - Upfront knowledge of risk to be able to effectively work on mitigation plan before Go-live
- Verification and validation of functional and non-functional requirements
 - Review of observations from Root Cause Analysis
 - Managing traceability – business requirements and other traceability views

About Nihilent

Nihilent Limited is a global consulting and IT services solutions integration company using a holistic and systems approach to problem solving. Headquartered in Pune, India, Nihilent has experience in international consulting, IT outsourcing and IT services, and has helped more than 700 customers in more than thirty countries.