



Applications Development, Management, and Maintenance Deliver Strategic Solutions

A Success Story: Bank of Ireland

Perot Systems, now part of Dell Services, delivers both long-term strategic solutions and day-to-day applications operating improvements to help a major European bank solve business challenges.

The Challenge

Bank of Ireland (BOI) faced complex issues in the delivery of applications development and maintenance within the functional areas of bookkeeping, multi-channel architecture, and core banking interfaces. The bank also needed to mitigate risk, control application development costs, and access additional resources to meet shifting project loads.

The Solution

The relationship between BOI and Perot Systems, now part of Dell Services, started just before the year 2000 when the two institutions established a joint venture for technology operations primarily to manage Y2K and Euro conversions. Application projects have continued to expand over the years. Dell Services now supports, develops, and tests applications for core back-office retail banking, online banking, branch banking, bookkeeping, payments, cards, reengineering, and other business functions. Dell has developed extensive knowledge about the BOI business model so our team can offer high-value technology and process insights on a day-to-day basis underpinned by deep domain expertise.

We manage projects onsite through a team of consultants and application solutions professionals at BOI and a highly skilled offshore applications development and support team using proven methodologies and CMMI Level 5-certified processes. A heavy investment of time and resources by both BOI and Dell Services over the years has led to a strong offshore project management capability facilitated by the highly experienced Dell onsite coordinator practice. Offshore capabilities focus on application design and development, coding, unit testing, system testing, and systems engineering and build.

We helped the BOI add a new range of functions to its Internet banking service — 365 Online. The site enhancements are designed to improve customer service and facilitate routine transactions to free up staff for more important work. Our team also continues to manage and deliver several noteworthy application initiatives that help meet the BOI's core business goals.

Customer Data System — Changes were needed to improve the customer experience. Within a short timeframe, Dell Services optimized a solution by replacing complex system architecture with a simple and more efficient design. Keeping a common interface at the front-end, the Dell Services team developed a customer records interface linked to six other applications. The solution linked systems for better customer information sharing and analyses, improved information archiving, and resolved outstanding end-user trouble tickets.

About Bank of Ireland:

Bank of Ireland is a leading European retail bank, providing corporate and retail banking services, foreign exchange and hedging facilities, stock brokerage, insurance and fund management, and financial advisory services. BOI was established in 1783 by Royal Charter and today has over 16,000 employees in eight countries worldwide.

Bank of Ireland: A Success Story

"We have an excellent working relationship with Perot Systems (Dell Services) — a trusted relationship, a devoted team, responsiveness, quality of work, cultural fit, and price. Both onshore and offshore, we have many testimonials for successful projects."

MaryEllen Kenny
IT Operations Manager
Bank of Ireland
Enterprise Services
& Solutions



Transforming Legacy Applications — The bank needed to enhance multiple applications and peripheral systems to improve flexibility and meet future demands created by market drivers and customer service needs. The Dell Services team developed and implemented a custom solution with a central repository for customer, product, and service information. Built-in security and authorization features greatly reduced operational risks. The integrated new application enhanced competitive advantage through streamlined automation, reduced transaction processing time, and greater flexibility to design new products and services.

Basel II and Sarbanes-Oxley Financial and Accounting Disclosure Mandates — To comply with international credit risk standards, banking supervision, and capital requirements management, BOI required advanced banking technology systems including a highly sophisticated decision making engine. The bank's internal IT Unit and Dell Services collaborated to modify existing technology while expanding scale and capabilities. The joint team assessed, designed, developed, tested, and implemented the necessary upgrades. To interface with existing systems, Dell Services contributed expertise in mainframe technologies, application testing tools, and implementation of the SAP Bank Analyzer solution. With the enhanced automation, the client not only achieved regulatory compliance, but also experienced a reduction in operational costs.

Anti-Money Laundering (AML) Technology — Increased sophistication and frequency of financial crime necessitated a more complex infrastructure for real-time detection and prevention of money laundering schemes. In keeping with industry standards, BOI needed a highly sophisticated and fully automated money-laundering detection solution. Dell Services developed an application to extract data from the mainframe system and built an interface to a third party tool to detect, investigate, track, report, and alert employees of suspicious transactions. The use of parallel test system environments was key to verifying accurate data transfer processes along with real-time reporting and alert performance. With only minimal delivery costs, the solution reduces the risk of money laundering fraud and remains scalable as future transaction volumes grow.

Results

The Bank of Ireland credits the collaborative and interdependent relationship with Dell Services for expanding offshore capabilities, enhancing long-term delivery, and improving business processes through gained knowledge.

Additional benefits include:

- A greater volume of applications projects output — the Dell Services team has completed more than 50 projects so far with many others currently running
- Meeting critical external deadlines for European and cross-border payments, and "Chip and PIN" (the new EMV Card Payment System)
- Cost benefits by offshoring more than 350 person-years of labor to reduce onsite contractor costs
- Flat IT expenses over the past three years
- Better applications development standards and delivery across the enterprise using Dell Services quality management processes
- Greater system efficiency by increasing internal user productivity and enhancing customer service
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For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.