



Strategic Global Delivery Center for a US-Based Federal Bank

Client

The Client is a wholesale bank created by the US Federal government to meet community credit needs. As a key player in economic stability and housing finance, the Client plays a vital role in supporting community financial institutions, fostering affordable housing initiatives, and promoting sustainable homeownership. The Client's members include commercial banks, credit unions, savings institutions, industrial loan companies, insurance companies, and community development financial institutions on the US West Coast.

Challenges

The Client faced several business challenges due to their size and regulatory environment. These challenges included complex legacy systems and high operational expenses. These legacy applications and infrastructure impeded the Client's adaptability to deliver services while making it challenging to respond to the changing market dynamics and regulatory compliances. Maintaining and supporting these outdated systems required significant resources, diverting valuable time and budget from strategic initiatives.


The absence of seamless integration among different systems resulted in data silos and inefficiencies, disrupting the decision-making process. The Bank also struggled to streamline workflows across platforms, risking operational setbacks.

Moreover, the IT vendor engaged by the Bank failed to meet contractual obligations, directly impacting project timelines and critical deliverables. As a consequence, they had incurred unforeseen costs and risks, necessitating immediate attention to rectify the situation and prevent further setbacks to their business objectives.

Solution

Opteamix leveraged our extensive portfolio of services to help the Bank embark on a strategic technology initiative to address key pain points and drive digital transformation across its operations.

During the Assessment/Discovery Phase, Opteamix's primary focus centered on identifying and finalizing the engagement charter. This charter outlined the business drivers and a comprehensive technology roadmap that was customized to be aligned with the Bank's growth strategy.



Employing a structured and phased strategy, Opteamix worked to streamline the Bank's outsourcing initiative. This was achieved by harnessing our proven Global Delivery Methodology, which was tailored to meet the precise needs of the Bank:

- ▶ Opteamix deployed a global team comprising people working from the Bank's office, working remotely from various locations across the US, and a large team operating around the clock from a dedicated development center in Bengaluru, India.
- ▶ Opteamix curated a team of professionals possessing extensive expertise in the Client's business domain, technology, and operational processes.
- ▶ Detailed transition plans for migrating work from the Bank and the outgoing IT vendor were outlined. The plans encompassed multiple streams, resource allocation, knowledge management strategies, and development methodologies.
- ▶ Leveraged the SAFe Agile delivery methodology and capitalized on our global delivery capabilities to execute the engagement efficiently.
- ▶ Dedicated Project Managers were assigned as primary points of contact, responsible for managing key tasks and promptly addressing any concerns raised by the Client.
- ▶ A governance framework was established to foster transparent communication and collaboration between teams in India and the US.
- ▶ A performance measurement process was implemented, where both Opteamix and the Client utilized performance metrics as benchmarks and indicators to achieve service excellence.

The scope of the services provided by Opteamix included:

- Technology Consulting
- Application Development and Maintenance
- Legacy Modernization leveraging the Cloud (AWS)
- Quality Engineering
- Robotic Process Automation (RPA)
- UI/UX Design and Development
- DevOps
- Database Administration (DBA)
- Remote Infrastructure Monitoring (RIMS)
- Security Monitoring
- Application Monitoring and Production Support
- Resource Staffing

Value Delivered

During the Assessment/Discovery Phase, Opteamix's primary focus centered on identifying and finalizing the engagement charter. This charter outlined the business drivers and a comprehensive technology roadmap that was customized to be aligned with the Bank's growth strategy.

Furthermore, by leveraging our services, the Client effectively managed and reduced costs while introducing innovations that led to heightened user satisfaction across their business operations. The key benefits which the Client got from this engagement are outlined below:

- ▶ Adopted a data-driven methodology for project management and quality assurance, fostering increased efficiency and accuracy.
- ▶ Implemented and executed an automation strategy that helped streamline business processes and enhance productivity.
- ▶ Rolled out over 20 RPA bots, leading to significant cost reductions for the Bank.
- ▶ Designed and implemented an enhanced data categorization solution to improve data organization and accessibility.
- ▶ Aligned skill sets with SAFe Agile and AWS to ensure adeptness in agile methodologies and cloud computing.
- ▶ Provided architectural and UI/UX leadership for their major technology initiatives.

About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.