

Where we have delivered value

Regional industry case study

Client:

Top U.S. national bank
Implemented run-the-bank managed services

Technologies and tools:

Run-the-bank

Customer applications

Deposits applications

Umbrella applications

Hogan applications

Luxoft Hogan

CheckVision

Customer background



Top-25 U.S. bank providing personal, small business, commercial and wealth management banking services



More than 1,000 retail branches located across 15 states



Long-term Luxoft Hogan and CheckVision customer

Challenge

- Client is experiencing high employee retirement and attrition rates negatively impacting their operational delivery
- Ensure delivery predictability and a lower cost for run activities
- Enable access to global capability and a sustainable resource pool for the future
- Deliver a lower risk service transition and delivery

Solution

- Luxoft supplies a parallel run-the-bank managed service which augments the client's in-house change-the-bank capability with round-the-clock support
- Full collaboration with client's in-house team to deliver a cohesive partnership

- Luxoft supports several core banking applications including customer, deposits, umbrella, third-party software applications and customer's in-house developed custom applications
- All services are provided remotely across the U.S. and India
- The initial team is 5 resources with growth to 12+ within 6 months of engagement start
- Delivery model will be enhanced to benefit the client with respect to cost and quality of services as the resource count begins to scale up

Customer benefits

- Luxoft delivered dedicated team of resources to meet critical demand needs of the client with the ability to flex up as needed
- Client will gain significant breadth and depth Hogan, umbrella and mainframe-based application expertise
- Leveraging a diverse geolocated team, provide off-hours, 24x7 team support and lower cost resourcing model
- Luxoft was contracted to provide this service for an initial 5-year term to ensure the bank realizes stability and growth

About Luxoft

Luxoft, a DXC Technology Company delivers digital advantage for software-driven organizations, leveraging domain knowledge and software engineering capabilities. We use our industry-specific expertise and extensive partnership network to engineer innovative products and services that generate value and shape the future of industries.

For more information, please visit luxoft.com