

# CASE STUDY

## **REPORTING & ANALYTICS FOR A LEADING EASTERN EUROPEAN BANK**

### **Customer Background**

Our client is an Eastern European bank that is a market leader in all key indicators. Their company operates offices in the 17 largest cities across Eastern Europe and attracts a large amount of clients for factoring services throughout their branches

The client's strategic objective is to quadruple their market share and become one of the top 3 factoring companies by:

- Developing new clients and industry sectors
- Strengthening their regional network
- Optimizing their core business processes

### **Business Challenge**

Our client experienced rapid growth for the last few years through acquisitions. In order to keep their position leading the market, they needed a solution for the effective management of back-office operations. The main challenges they faced were:

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- Poor IT infrastructure
- New staff, immature processes, frequent requirement changes
- Lack of expertise within IT projects
- Overdependence on formality
- To resolve these problems, the client wanted:
- A quick launch of the factoring product
- Customized rules and processes for corporate clients
- Service quality improvement
- The ability to increase operations while maintaining staff.

## Project Description

SoftServe analyzed and deconstructed existing business processes during the design phase. Then business analysts proposed new business processes, specifying business and solution requirements. Addressing the client's need for flexibility and adaptability, SoftServe proposed a solution based on a business process management suite. The solution included the following modules:

- Product and service configurations
- Monetary claims / accounts receivable processing
- Incoming /outgoing payments, billing
- Reports
- Administration
- The proposed solution allowed for the configuration of the following elements:
- Processes and events
- Products and services
- Algorithms (commission, deferment, limit, and distribution rules)

The system was designed using a task-driven concept, with the application leading the user through steps and gathering information through each of them. A mix of agile and waterfall methodologies was applied to this solution: the waterfall methodology was used for specifying requirements and agile was used for software development.

SoftServe also proposed a new IT infrastructure with an integration platform based on an enterprise service bus (ESB) architecture that allowed the client to focus on business processes and avoid technical and architectural issues.

## Value Delivered

The solution reduced costs and increased the speed of development and maintenance.

It also allowed for the quick and easy launch of rapid changes to processes, products and services, commissions, and deferments.

## ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation—from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience are built on a foundation of empathetic, human-focused design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy—No matter where you are in your journey.

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