



Case Study: Nedbank - CAMS-II System Upgrade to V2.6 (Hogan Suite Upgrade)

About the Company

Nedbank Group Limited is a bank holding company, which operates as one of the four largest banking groups in South Africa through its principal banking subsidiaries, Nedbank Limited and Imperial Bank Limited, in which it has a 50,1% interest. The company's ordinary shares have been listed on JSE Limited since 1969.

The group offers a wide range of wholesale and retail banking services through three main business clusters: Nedbank Corporate; Nedbank Capital; and Nedbank Retail. Nedbank Group focuses on southern Africa, with the group positioned to be a bank for all – both from a retail and a wholesale banking perspective. The principal services offered by the group are corporate and retail banking, property finance, investment banking, private banking, foreign exchange and securities trading. Nedbank Group also generates income from private equity, credit card acquiring and processing services, custodial services, collective investments, trust administration, asset management services and bancassurance.

Nedbank's Technology and Operations Division (T&O) has developed a distinctive capability that uniquely leverages a combination of talented people, process and information technologies to deliver sustainable productivity improvements. Nihilent is strategically aligned to deliver long-term value to it.

Nedbank decided to implement CAMS II in 1995 and the process of data migration and product migration is still going on. Being as a strategically aligned partner, Nihilent has been involved in various CAMS II projects running under Nedbank T&O.

Business Challenges

Nedbank's card system needed to be upgraded to keep it in line with the new releases from CSC as per the contract between Nedbank and CSC. This was also essential to ensure that Nedbank met all association compliance requirements that would be made available in the new version of the application system. In line with the commercialization strategy of Nedbank T&O it was essential that the CAMS system be maintained at the latest available version.

Nihilent's Role

The Hogan Suite Upgrade Project entailed upgrade of CAMS-II and entire Hogan Suite at Nedbank. It was an extremely complex and large effort. The complexity had increased due to the need to identify and retrofit the local, site-specific customizations back into the new version of the software.

Nihilent's consultants have been deeply involved with the project from its initial stages, and had played the Product Manager, Product Integrator, and Business Analyst roles.

Benefits Delivered

Nihilent's consultants prepared a business case for the upgrade project. The following benefits were delivered:

- Ensuring business buy-in for the project, and managing stakeholder commitment
- An analysis of the impacts of existing client site customizations and retrofit requirements
- Comprehensive Gap analysis of screens, reports, PCDs of CAMS 2.5 and 2.6
- Study of the contractual obligations with the software supplier to ensure optimal cost and effort sharing
- Upgrade analysis of all interfacing systems to CAMS
- Analysis of the impacts and dependencies on parallel projects and managing prioritization for the project.