



## Case Study: Nedbank - Channel Convergence

### 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.

### Business Challenges:

The transaction market has a substantial share in the banking industry especially in the retail and corporate banking sector. There are multiple offerings and services, making them complex due to the overlap of channels, functionality and markets. Any changes required are expensive due to technology challenge and the number of offerings as there exists multiple channels with their own operational models, support structure and code base.

Nedbank decided to converge the channel platform to make the bank competitive in the transitional banking space with following objectives.

- Convergence onto a single framework
- Consolidate method of application development
- A single security model
- A single profile
- A single payment system
- A single channel platform (DSF)
- Service invocation design
- Consolidation of integration infrastructure
- Consolidation of design patterns across each of these i.e. set the boundaries for future development

### Nihilent's Role:

- Requirements evaluation and management
- Manage the development, testing and implementation activities
- Design and develop backend application software on mainframes
- Project execution in onsite - offshore model



### **Business Benefits Delivered:**

- Single logon
- Common access to all functionality
- No need to switch channels as your business grows
- Frequent feature / function upgrades
- Pay only for required features
- Common, intuitive, easy to use interface
- Accessible anywhere, mandated users not geographically bound
- Multi user accessibility
- Multiple modes of security
- Provides a platform where Nedbank can take a leadership position in the industry backed up by reinvestment, concurrent marketing, training and motivated sales