



## **Case Study: Nedbank - Compliance of CAMS system to GCMS requirements**

### **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 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.

### **Business Challenges**

A major challenge for Nedbank was upgrading the existing IT infrastructure to cope up with the demand for better services, variety of investment and retail products. The Bank needed changes in the IT infrastructure to introduce data security system, easy access devices such as SST (Self Service Terminals), ATMs, Internet Profiles and large databases to store and retrieve huge data.

### **Nihilent's Role**

Nihilent offered complete end-to-end solutions in the card-processing domain and maintained many modules by customizing and enhancing them according to the client's need.

The following major modules were maintained:

- Card Authorization
- Transaction routings
- Billing and Statement printing
- Payment processing (Direct debits, Gairo Cards etc)
- Card Embossing
- Association Compliance

### **Business Benefits Delivered**

- End to end solutions – from credit card applications by the prospective client to issuing credit card and monthly statement
- Association Compliance
- Card embossing
- Payment Processing.
- Statement by e-mail reducing paper work & postal work.