

CASE STUDY - To Upgrade Payment & Settlement System (RTGS/NDS/CCIL)

for a leading Private Sector bank

SNAPSHOT

Industry
Banking

Business Challenge

- Upgrading Payment & Settlement System as per RBI guidelines
- Single point of contact for End to End Solution
- Maintenance of the applications from RBI, IDRBT & CCIL

Omnitech Solution

- General Software Support
- Oracle Data-guard configuration
- Problem reporting, escalation and resolution from software application vendor
- Payment & Settlement system set-up audit on yearly basis
- RTGS incidence report
- Single point of contact
- Field Management Services

Business Benefits

- Cost effectiveness
- Service Quality
- One Stop Window Solution Provider
- Experienced Technical Support
- Faster Up-gradation
- Consultative Approach
- Timely Response

Company Overview

Our client is India's new age private sector Bank; it has established a high quality, customer centric, service driven, private Indian Bank catering to "Emerging India".

Our client has adopted international best practices, the highest standards of service quality and operational excellence, and offers comprehensive banking and financial solutions to all its valued customers. A key strength and differentiating feature of our client is its knowledge driven approach to banking. The Bank has formed a specialized 'Development and Knowledge Banking Division' focusing on key sunrise growth sectors.

Business Challenges

As per the recent notification/mandate given by RBI – it was important for all banks to up-grade their Payment & Settlement System. To follow the guideline by the RBI, our client decided to up-grade and migrate their current RTGS/NDS/CCIL Infrastructure.

To do so, they were finding it challenging to have a one stop shop/vendor to fulfill all their requirements of supporting their Hardware, Software and Services and moreover maintenance of the applications from RBI, IDRBT & CCIL.

Solution

As per the guideline issued by RBI, Omnitech started working on a systematic plan to migrate their existing RTGS/NDS/CCIL infrastructure from Windows 2000, Oracle 9i & IBM MQ 5.3 to Windows 2008, Oracle 11g, and IBM MQ 7.0 without hampering their daily business transactions.

Omnitech as a one stop shop addressed their business requirements for Payment and Settlement Systems along with a yearly maintenance as the solution. In addition, Omnitech is currently maintaining their day to day operations by extending the Field Management Service during their business hours. As and when the need arises, the support engineers are also backed up by the experts.

In doing so, Omnitech not only followed strict guidelines from RBI / IDRBT / CCIL but also completed the project smoothly and most importantly in a stipulated timeline for the bank thereby avoiding any business loss. The scope of work included:

Under Omnicare SSS (Software Support Services), the following services were offered as a part of the package:

- General Software Support on MS operating system, Oracle, IBM MQ, RTGS application, NDS application software, CCIL applications(viz. CBLO, NDS-OM, NDS-AUCTION, NDS-CALL, CROMS), RTGS, PDO-NDS.
- Oracle Data-guard configuration.
- Update various patches related to RTGS application and released by RBI time to time.
- Problem reporting, escalation and resolution from software application vendor, if required.
- Audit the Payment & Settlement System setup on yearly basis, for RBI compliance and forward non compliance report.
- RTGS incidence response.
- Complete escalation matrix and contact details for its Service Support Organization for better communication.
- Review the current software installations and submit a report on the same.
- Value Added Services such as Payment Systems Help Desk, Single Point of Contact, Project Management Office, Center of Excellence, Subject Matter Experts, Business Consultants, Discussion Groups and One Time End User Training.

Benefits

Our client leveraged the end to end services support capabilities at Omnitech to upgrade its payment and settlement system (RTGS/NDS) effectively. The bank has enjoyed the service quality standards and cost effectiveness along with other key benefits highlighted as below:

- One Stop Window Solution Provider
- Experienced Technical Support
- Faster Up-gradation
- Consultative Approach
- Timely Response

About Omnitech InfoSolutions :

Omnitech is a global IT solutions and services provider company in the areas of business availability, business continuity and business enhancement services. With over 23 years of fostering client relationships, we at Omnitech are agile to establish the best global credentials through world class quality certifications. Besides the conduct of ISO 9001:2008 for quality management, we have also gained ISO 20000, ISO 27001 and BS 25999 standards.

As an intensely technology focused company, Omnitech banks upon its ability to anticipate and address IT requirements across business in a cost effective manner. Omnitech InfoSolutions helps customers to align their IT with their business goals and offers value added services at different phases of their IT planning and deployment cycle. We help them to derive optimum utilization of their IT resources and lower their cost of operations. Within the broad direction, Omnitech innovates in order to compete successfully. Emerging as a pioneer in business continuity services, Omnitech introduced first of its kind disaster recovery centre in India meeting all the global standards, thereby demonstrating both its knowledge of technology and skills of implementation.

Contact Omnitech InfoSolutions today for free consultation

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