

Lombard

(LAFG - formerly Lombard North Central) is a member of The Royal Bank of Scotland Group, UK. The company is into Asset Finance and Services for Businesses, Banking Services, Personal Loans and Marine Finance for personal customers and has grown to be UK's largest asset financier to the corporate market

The Business Problem



Takeover of a range of systems for maintenance/support

Lombard had a suite of about 25 Desktop and Client/Server based Asset Finance applications. This was to be taken over from the client for purposes of maintenance by the Genisys team.

Genisys Solution

Following is an abbreviated list of projects Genisys has executed for Lombard

Onsite Development

Maintenance of over 50 client-server systems for the past 5 years
Servicing over 32 branches throughout UK catering to over 800 staff
2nd level help desk
Customer facing and delivery to Service Level Agreements
Platforms range from Microsoft Access, Visual BASIC to DataEase.
Maintenance of Mainframe systems in the area of Customer Information Systems, Leasing/Hire Purchase/Installment credit business transactions, Hogan-based systems.
Re-engineered Lombard's core leasing calculation system to accommodate revamp of the business processes and statutory changes.
Involved in the implementation, enhancement and maintenance of sales and marketing prospects system.
Active involvement of Genisys' resources in the migration of LAFG's Mainframe systems to a 3rd party AS/400 based package.
Y2K conversion of Mainframe systems
Contribution of expertise - a team of 5 Mainframe experts helped out in the transition

Onsite-Offshore development

Development of some core systems such as their Credit Appraisal system, Customer Introduction system, Risk Management.
Batch Performance tuning of the core business systems
Platform: Oracle 7, Pro *C, Dynix/PTX on Sequent machines
Day end processing Batch window of 72 hours was reduced to 2-3 hours.
Onsite-Off shore production support
Between the team in UK and India, multiple shifts were run to provide round the clock production support.
Y2K conversion of over 40 client server systems

Challenges

Understanding the client's business processes within a very constrained timeframe
Broad Technology Spectrum [Some outdated]

Scarce documentation

The transition had to be carried out smoothly without affecting the user base located over 32 branches throughout the UK

Processes had to be stream lined to improve the quality of service delivery

Modalities related to Onsite offshore development had to be set up

Approach

Knowledge Transfer from client to team. Where documentation was not available, reverse engineering was applied

Client front ending during the initial part followed by takeover by Genisys Software during the latter part.

A communication Channel Setup

Setup of SLA

Introduced formal Quality Processes and Tools

Setup of a dedicated 64K link

Execution Model

Onsite-Offshore Model

Achievements

No disruption in business

The response time dramatically improved over a period of time. Genisys' efforts to improve the overall IT service levels (such as compiling FAQs) have received appreciation from the customer.

The cost base for support activities was also significantly reduced due to Genisys' competitive pricing and offshore work

Over a period of time the number of systems brought under Genisys' support umbrella has doubled (25 to 50).

The support group has now become the focal point for the support of all desktop systems.

Other projects executed for Lombard

Lombard Vehicle Management - Order-to-Delivery (O2D) was developed to enable the group to place orders for their fleet with dealers online through web enabled browsers.

A document-printing application, an extension to the O2D project, enables the users to automatically print or fax or email word documents as and when generated. The documents can also be generated in batches at the end of the day or as per the users' convenience and can be e-mailed or faxed or printed.

Contact

UK

Cetin Munir,

Email: cetin.munir@genisys-group.com

Geoff Westall

Email: geoff.westall@genisys-group.com

India

N S Biju

Email: ns.biju@genisys-group.com

US

Jas Bedi

Email: jaspreet.bedi@genisys-group.com