

CASE STUDY



LARGE BANK

Corporate Intranet Solutions for 4 Large Banks

Digitalizing Leading Banks with Top Microsoft Technologies

infopulse

Clients: 4 Leading EU Banks

Industry: Banking & Finance

Location: Ukraine

CLIENT BACKGROUND

Our clients are 4 leading European banks in Ukraine that have a wide range of branches all over Europe and provide a full range of modern financial services to all categories of corporate and private customers.



BUSINESS CHALLENGE

OTP Bank, Credit Agricole, UkrSibBank BNP Paribas, and Raiffeisen Bank Aval were in need of corporate intranet solutions – communication, collaboration and knowledge management platforms that would serve as a single access point for corporate information landscape. Besides, Infopulse needed to implement corporate news delivery channels, as well as public information feeds, generic business workflows, information-sharing spaces, providing an opportunity to place requests and create reports.

SOLUTION

For our clients, Infopulse developed corporate and PMO portals serving as a single access point to corporate information landscape and having the following features:

- Integration with banking SAP and Project Server systems;
- News delivery channels and public information feeds;
- Generic business workflows, media galleries, information sharing spaces, and discussion platforms;
- Requests processing systems, powerful analytical dashboards & reporting tools;
- Knowledge, process, change requests tracking system and record life cycle management systems, etc.

BUSINESS VALUE

The implemented intranet solutions became important elements of corporate culture and identity:

- A vast increase in employee satisfaction and awareness;
- Accelerated effectiveness and efficiency of common business processes, reduced workload;
- Maintenance and licensing costs were optimized;
- Increased security and safety of information management activities.

TECHNOLOGIES

MS SharePoint

ASP.NET

TRAC

HTML

MS BizTalk Server

MS IIS

VMware

MS SQL Server Reporting Services

CUSTOMER QUOTES

As a result of the request management system re-engineering, we are able to significantly reduce the work involved in request processing, and it also gives us an opportunity to improve the security and transparency of business processes. In addition, Microsoft Project Server integration allows us to consolidate the data from our activities needed for carrying out requests in our corporate project management system, based on Microsoft Project Server. Hence, we have centralized information on the workload of all our specialists, both those taking part in projects and those carrying out administrative tasks. Infopulse has once again confirmed its reputation as a reliable partner that provides high-class services. The Issues Management Server Engine System it has developed fully corresponds to the bank's requirements and expectations in terms of its functional loading. We have also had the opportunity to appreciate the professionalism of the company's employees.

Sergey Koromyslo, Project Manager at UkrSibbank BNP Paribas

For OTP Bank, Infopulse developed a corporate portal based on MS SharePoint and seamlessly integrated the solution with our internal SAP systems by means of MS BizTalk Server. The solution provides a wide overview of the corporate landscape by integrating public and corporate newsfeeds. The platform allows for smooth communication and collaboration between employees by integrating generic business workflows, information sharing spaces, media galleries, employees' profiles, and more. The integrated platform became a primary internal access point for all bank employees and an important element of corporate organizational culture.

Nataliia Lukash, Head of HR at OTP Bank Ukraine



ABOUT INFOPULSE

Infopulse, part of the leading Nordic digital services company TietoEVERY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, and Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 11 countries across Europe and North America. Infopulse is trusted by many established brands, such as BICS, Bosch, British American Tobacco, Citrix, Credit Agricole, ING Bank, Gorenje, METRO Cash & Carry, Microsoft, Mondelez, OTP Bank, Raiffeisen Bank Aval, SAP, UkrSibbank BNP Paribas Group, VEON, Vodafone, and others.

For more information, please visit

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