

Case Study – Online Banking Portal



FACT SHEET



Organization

Major Bank in Central America



Industry

Banking/Finance



Scope

Requirement Gathering, Analysis, Design, Development, QC and QA, Maintenance and Support



Technologies used

PHP, JAVA



Testing Tools

Manual Testing



Application Type

Integrated Online Application

Project Description

Design and Develop an integrated, streamlined approach for users becoming clients of the bank, using electronic channels/devices, which is replicated across business lines and territories. It provides the ease to the users to do various activities online, such as, filling an account opening form, place request for various authorized documents, submit feedback, place request to update existing information.

- Dedicated team of resources
- Application developed as a Widget
- Integration with various APIs and Web Services to interact with the existing applications
- Service Oriented Architecture
- Multi Channel accessibility
- Responsive web design
- Turn around time for client on-boarding reduced from 3 hours to 30 minutes (saving 85% time)
- Compatible across browsers
- Adherence to committed project schedule
- Defect Management Best Practices

Value Added by EGS

Total Team Size : 20 (20 offshore)
Project Status: IN PROGRESS

- Inconsistent access to the remote desktops
- Inaccuracy of web-services
- Extensibility and Scalability
- Lack of documentation of the existing infrastructure
- Databases spread across servers
- Security

Challenges

- Developed a scalable and extensible application
- Appealing look and feel across the application
- User Manuals and Installation Instruction Manuals developed, capturing every minor hardware and software element of the project

Solution