

Case Study: .Net Application Development

About the Client

XP Systems (a Fiserv Company) is a leading global information processing and data management company. It provides complete data processing, technical support and total business solutions and services to about 300 Credit Unions in USA and Canada. Credit Union industry is governed by different Federal / State legislation though it provides services similar to that of consumer and commercial banking industry

Client Situation

As Credit Unions are increasingly offering securities collateralized loans, brokerage and other investment services, XP Systems realized that there is a strong need for software and data processing solutions to support the underlying business processes. XP decided to develop a securities back office processing system with Web Services integration with not only XP's banking platform XP2, but also any other core banking system. However, XP was constrained by resources, budget and time to support in-house development

Our Solution

CSSI recommended Onsite-Offshore Outsourcing model. CSSI deployed a high performance onsite team with core consulting skills, financial services expertise and several years of IT solutions design experience. The onsite team collaborated with XP's R&D group, a customer Credit Union's business & IT group, and CSSI offsite technology experts. The offshore team consisted of highly skilled developers, systems engineers, QA engineers and support staff. A centralized Project Management Office (PMO) coordinated project management, communication and control between all four team locations, and de-conflicted multiple concurrent projects

Requirements and Solution Design

Requirements gathering process was carried out onsite by interviewing customer Credit Union's business and IT group followed by Solution Design

- The CSSI consulting team did the "AS-IS" and "TO-BE" process study and mapped requirements to the proposed system
- The solution design phase involved focus group discussions between XP, customer Credit Union and CSSI consulting team
- Business Process documents and detailed specifications were created for main process including account administration, portfolio administration, loan collateralization, securities trading & settlement, corporate actions, cash transactions, reconciliation, balancing & proof, taxes, statements, reports, queries, what-if analysis and several IT administrative tasks including security, user administration, backup, recovery, batch jobs scheduling, etc.

Knowledge and Technology Transfer

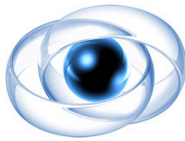
- Geographically distributed teams actively used all possible tools to bridge the physical and temporal distances including VoIP, Web meetings, VPN connectivity, shared LAN folders, Web-based project management and repository tools
- Consultants were rotated between New York, New Jersey, California and India to facilitate knowledge transfer among distributed teams
- Frequent online & offline review sessions with XP and customer Credit Union were utilized
- Extensive documentation and training material was created for all types of users and management

Development, Testing and Quality Assurance

- Business processes training was imparted to the offshore development team
- Offshore team did coding, unit testing, QA, configuration management, product packaging and delivery
- System & Integration testing was done onsite with support from offshore team
- Reviews, acceptance testing and performance testing were conducted onsite

Benefits

- XP saved an estimated 50% in development costs as compared to complete onsite development
- CSSI successfully managed end-to-end software product development with a geographically distributed team at 4 locations across the globe
- Strict compliance with Industry standards enabled common understanding among all parties and seamless bi-directional knowledge transfer.



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