

## Professional IT Services for Banks



Two main trends dominate the banking sector today: for one the search for new business concepts that can increase earnings, and secondly finding business models and solutions that help further lower the costs of operation.

Which is why consulting services are in great demand right now – help from outside the company when developing ground-breaking concepts. The focus here is on bank IT infrastructures. After all, these are the key enablers for efficient banking systems.

Professional consulting can drive IT enhancement on many different levels: helping decide when and where IT can be used to its best advantage; supporting process and IT implementation; right on through to providing ongoing support for operational IT systems.

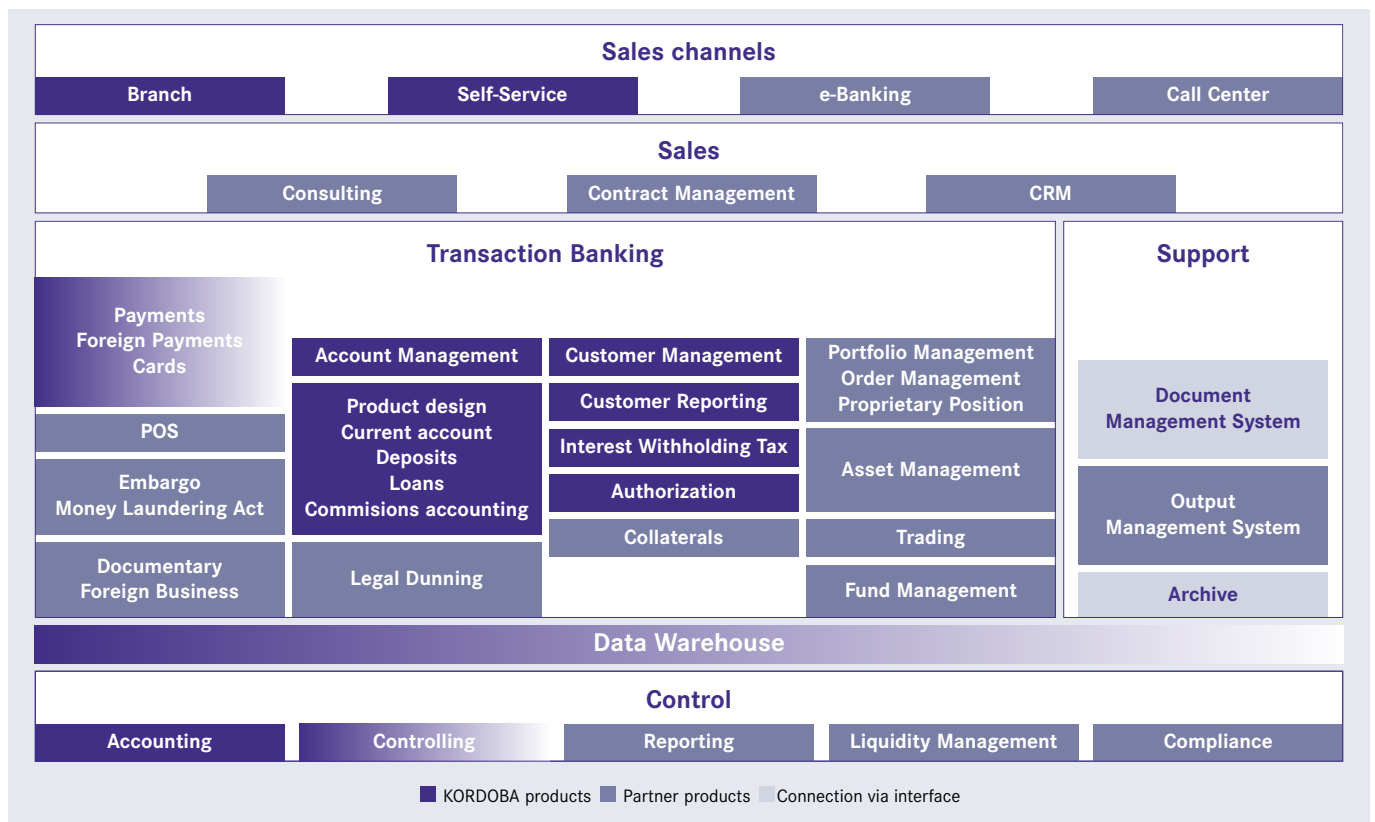
KORDOBA offers the expert services the market demands in connection with the KORDOBA product range. Taking industry developments and customer needs and implementing them in the form of top-quality services is a big part of KORDOBA's success. The enormous consulting and integration know-how within KORDOBA is often one of the driving

forces behind a customer's decision to go with KORDOBA products.

Solution Implementation Consulting is the core of our consulting services. It spans from the detailed analysis of the existing IT, through to designing, customizing and implementing solutions and migration concepts. Our consultants strive to achieve the best possible utilization of information and communication technologies. Their expertise covers the entire banking application landscape, including our own and partner products, bank-internal developments and third-party systems.

So we have the competence to handle multi-channel architectures, supporting the online and mobile banking sales channels with partner products.

This model generally forms the basis of all KORDOBA solutions. KORDOBA Consulting assists banks on their way to holistic, end-to-end IT systems. It knows what the various different types of financial institutes promise their customers, and it knows what IT and banking procedures they need to ensure them.



Target architecture of the application landscape

## RANGE OF SOLUTIONS

The consulting services that KORDOBA offers range from IT strategy consulting and analysis through to optimizing banking processes, designing and realizing individually customized solutions, and executing migration projects. The Consulting division provides services for KORDOBA, Fidelity and partner products. It can even realize highly specialized individual solutions.

Before installing a KORDOBA product, we do the ground work. A feasibility analysis checks that the software does what the customer wants it to do, even taking into account bankspecific processes. This reduces the planning risk and the implementation and operating costs for the customer bank.

But even before that, KORDOBA Consulting illuminates the customer's bottom-line financial benefit of choosing KORDOBA; in a detailed economic feasibility study using its own ROI calculation model.

KORDOBA Consulting then develops installation and migration strategies based on the identified business and technical requirements. After the implementation phase, which also encompasses the customizing, extensive integration tests are carried out, and once the system is operative, KORDOBA offers individualized maintenance, support and application management. Training, from in-house user courses and standard KORDOBA product seminars to workshops on current industry issues, rounds off KORDOBA's range of consulting products.

### **Installing the standard KORDOBA solution**

When installing the KORDOBA product portfolio, the Consulting team initially compares the customer-specific solution with the KORDOBA standard software, looking, for example, at the deltas in the business functions and data. All the customer's relevant peripheral systems are included in this comparison. Consulting then compiles an installation guideline that contains the architectures of the target system and applications, as well as a detailed installation schedule with various test and training scenarios.

Once the design and specifications have been clarified, the required hardware is commissioned, and the KORDOBA solution is installed along with the partner products. This is the phase in which all the program adjustments are made, individual bank parameters set, and data from the various business units migrated. KORDOBA then holds training courses for the bank staff on the technical and business applications that the KORDOBA solution has to offer. The standardized and systematic use of predefined methods and procedures means that KORDOBA customers enjoy the security of knowing that their project is on schedule every step of the way.

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### **TECHNOLOGY**

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But our industry expertise is far from the only thing that sets KORDOBA Consulting apart from the rest; we are also experts in the field of multi-tier architectures. KORDOBA has realized solutions with Oracle, SESAM and Informix databases: from the planning and set-up, to detailed performance measurements and analyses, right through to ensuring continuous system availability (7x24-hour operation) and implementing database tools. KORDOBA has also proven its

competence on the market at business-logic level, with Solaris, BS2000, Linux, Windows and MetaFrame platforms. Here, KORDOBA Consulting is responsible for the implementation and hardware sizing, performance analyses and initiating the technical operation. At the service level, KORDOBA Consulting has in the past supported the customer-specific realization of HBCI servers, business connection servers and Webservers. And the KORDOBA Consulting services are rounded off by the installation and administration of proprietary and third-party systems. Parameter control systems, data center automation and software administration, job scheduling, archiving systems and stock-exchange connections are just a few examples of these.

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### **SUMMARY**

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KORDOBA Consulting has many years of in-depth technical and banking experience. The KORDOBA customers benefit by being able to concentrate on their core competencies, while we keep a dedicated focus on our proprietary and partner products. The Consulting division pursues a holistic approach. This means that the banks' own developments are also an integral part of every implementation.

Our customers are all kinds of national and international banks, so KORDOBA Consulting also has expertise and experience with the most varied of regulatory structures. In all, KORDOBA stands for an integrated, customer and future oriented service approach. Effective projects and individualized maintenance and support are our mission.

One of KORDOBA's main goals is to drive innovation forwards. Some examples of how we do this can be seen in the integration of an IFRS/IAS solution and the installation of a

liquidity management solution at OLB. And there is another big benefit for KORDOBA customers: they get everything – from product design to consulting, implementation, outsourcing, support and maintenance – from one single partner. Many banks would like to reduce the number of IT service providers they have to deal with. The trend is definitely in the direction of strategic “one-stop shopping”. KORDOBA is one of the few providers of total banking solutions that also accompanies the installation and operation of its products at the customer.

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- SEB AG  
Installation of a system for automatic teller network operation and authorization
- Wüstenrot Bank AG  
Installation of an automatic teller network



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