



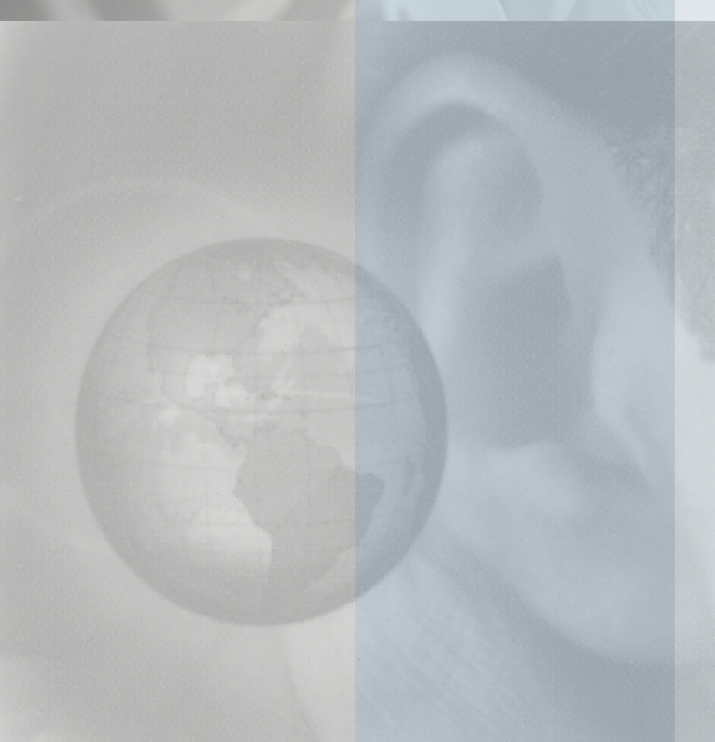
Grumium Professional Services

Banking & Capital Markets



Banking and Capital Markets Industry continues to evolve its business landscape at a fast pace, where banking leadership are having to gear up to meet new challenges that will help them remain competitive. Organizations in this highly competitive and increasingly regulated industry will especially need to focus on making themselves more:

- ✍ Operationally efficient;
- ✍ Customer-centric; and
- ✍ Agile at identifying and managing business risk.



Successfully making this transformation will almost always call for changes to existing structures, processes, cultures/ organizational mindsets and of course, technologies and their patterns of use. Grumium can help you in this state of transformation, with its multi-dimensional and balanced solution approach that pays as much attention to your business architecture as it does to your IT architecture, so that solutions and services are optimized for your unique business and technology context.

Grumium professional services brings together the experience and implementation know-how to meet our clients IT requirements quickly and cost effectively.



Our many years of banking industry practice have enabled us to build an in-depth understanding of the forces shaping the market. Grumium delivers highly responsive services using measurable service level agreements that support both ongoing cost-reduction and revenue enhancement objectives while reducing risk. We offer value-creating ideas and serve as a guide and partner for our banking clients, helping them focus on what they do best and outsource the rest.

Grumium Professional Service Offers

Our professional services to the banking sector include architecture design, application integration and development, information security assessments, legacy system maintenance, business intelligence, Straight-thru-processing and Application Integration including ACH and SWIFT, regulatory compliance solutions and CRM. These offerings, delivered in an onshore-offshore model, have supported our clients' efforts to offer innovative services while reducing their operational costs and business process cycle time

Financial Domain

Banking
Insurance
Securities

Domain Experience

Retail Banking
Consumer Banking
Corporate Banking
Wealth Management
Risk Management
Card Business
Securities

Financial Customers

Ameritrade
Barclays
BankPyme
Baroda Bank
CSFB
Commercial Bank of AUH
Millenium Bank
Standard & Chartered

Technology Partners

Grumium works in partnership with our clients to develop innovative consulting, technology and outsourcing solutions. We develop the right solutions with the best strategic partners like IBM, Microsoft, Oracle, SAP, Business Objects, Ascential and specialty partners such as Temenos, NACHA, SWIFT, Sungard and TIBCO.

Certified Consultants with Banking Domain Expertise

With over 400+ consultants specialized in banking worldwide, Grumium provides specialized skills, flexible engagement models, local resources, and seasoned, domain-knowledgeable staff who can address all your integration needs.

Outsourcing

Grumium works hard to make your Outsourced project successful. With a choice of delivery models, execution models, technologies and the depth and breadth of our services, the expertise we have developed through successful Outsourcing engagements, the tools we have built to capture those skills and the commitment we have shown to our customer's success is a unique separator from our competition.

For more information, please contact: sales@Grumium.com.

Case Study

A leading financial services group in the Nordic and Baltic Sea region with 11 million customers, 33,000 employees and more than €270 billion in total assets. The firm has 1,240 bank branches throughout Scandinavia, Poland, and the Baltic regions. It operates three business units: Retail Banking, Corporate and Institutional Banking, and Asset Management and Life.

The Asset Management and Life division is a key part of firms's operations. It is the leading Nordic asset manager and manages more than €95 billion in assets. Its activities include institutional investment management, private banking, investment funds, long-term savings, life insurance, and pensions. Private banking, in particular, is a growing sector within the Life division.

Given the increase in demand for private banking, The Bank's Life division had to act quickly to cope with an anticipated growth in the number of customer transactions. What is more, customer expectations are continually increasing and firms Life had to ensure that its processes for handling contracts and claims for private customers were capable of providing a level of customer service that distinguished it from its competitors. If it remained reliant on manual processing, the bank would be unable to efficiently manage the anticipated growth in consumer transactions. Using paper based processes increased the time taken to process each transaction and would regularly incur delays for staff.

Life Division wanted the end-to-end process for handling contracts and claims to be seamless for both customers and staff. An automated system for processing contracts and claims would not only speed up the time taken to deal with customers' requests, but boost the bank's overall productivity.

To achieve its goal, Nordea Life turned to one of the leading business process management (BPM) providers, the TIBCO BPM Group, and its partner Grumium, for a solution that would streamline and improve its processes for handling contracts and claims. Grumium organized a multi-phased project to implement the solution. The approach was consultative, and the resulting solutions were customized. The solutions developed included a retail lending solution focused on document management and its workflow. Grumium also integrated its software with Banks archiving, letter production, and policy systems. This provides end-to-end automation and ensures that paper-based bottlenecks no longer delay the business processes.

Employees can now monitor the status of each piece of customer communication throughout the process and, as a result, are now able to anticipate and prevent any potential problems from occurring. All the information can be accessed and managed through an internal Web-based workflow portal, which provides an easy-to-use format for employees that might not be technically literate.

Grumium led the POC ("proof of concept"). Grumium's responsibility was to build Performance and an effective automated process. Grumium was also responsible for architecting, designing, developing, and testing the web services integration to several backend systems.

The new system will put Banks Life division in a better position to manage future increases in customer care numbers as well. Greater automation has not only sped up all the processes, but also eliminated the need for paper-based files, thereby freeing up physical space in the office. Staff can also now be redeployed into customer-facing roles, rather than spending their time managing tedious and labor-intensive back-office activities.

The Scenario

The Solution

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