

## NTT DATA Consulting led consolidation of core deposit platforms serving more than 40 million customer accounts

### Challenge

#### *Benefits of consolidation challenged by initiative's high cost and risk.*

NTT DATA Consulting's client — a Top 4 U.S. Bank — was paying the price for hanging onto inherited, disparate core deposit platforms. The clunky and complicated system hindered the bank's ability to deliver consistent customer experiences, products, and services. And the effort required to maintain multiple platforms proved costly and inefficient. Consolidating platforms, however, would be no easy task. Previous assessments had deemed the undertaking too risky and expensive, and the client lacked the necessary project leadership and overall application resources to successfully complete the conversion with minimal customer impact.

### Solution

#### *Close management of risk, quality, and delivery issues proved the key to success.*

Choosing to fix rather than live with the current system, the bank partnered with NTT DATA Consulting to devise and implement a consolidated solution. NTT DATA Consulting recommended process efficiencies to reduce risks and established program definitions and management to ensure quality and productivity. NTT DATA Consulting also provided the required expertise to get the job done—including project managers, technical leads, application business analysts, and technical analysts.

NTT DATA Consulting adapted the client's project methodology and adhered to bank standards throughout. This, along with NTT DATA Consulting's end-to-end program management greatly reduced the client's overall management responsibilities for this monumental initiative.

### NTT DATA Consulting Client Success Story:

Top 4 U.S. Bank

#### Offerings:

Transformation Planning  
and Roadmap

Process Optimization Design  
and Improvement

Project Management Office (PMO)

#### Client Results:



**40M+ customer  
accounts serviced  
by the new system**

NTT DATA Consulting's management of risk, quality, and delivery issues was key to improved customer experience.

## Results

*NTT DATA Consulting played a key leadership role in the successful consolidation, which delivered significant cost and process efficiencies.*



**40M+**

customer accounts services  
by new system



**0**

severity one or  
two defects



**Achieved**

met time, cost, and  
quality goals



**Reduced**

system maintenance costs

## About NTT DATA Consulting

NTT DATA Consulting takes an industry-centric approach to business and technology consulting. We seamlessly integrate business strategies and enabling technology to help clients accelerate business-driven transformation and compete in the digital world. NTT DATA Consulting has the unique ability to create end-to-end solutions by tapping the entirety of NTT DATA's global technology and business process capabilities. In financial services, our 1,000-plus business consultants and 4,000 technology experts work with 25 of the leading financial institutions in North America. Visit [www.nttdata.com/USconsulting](http://www.nttdata.com/USconsulting) to learn more.

## About NTT DATA

NTT DATA is a leading business and IT services provider and global innovation partner with 80,000 professionals based in over 40 countries. NTT DATA emphasizes long-term commitment and combines global reach and local intimacy to provide premier professional services, including consulting, digital, managed services, and industry solutions. We're part of NTT Group, one of the world's largest technology services companies, generating more than \$100 billion in annual revenues and partner to 80% of the Fortune 100. Visit [www.nttdata.com/americas](http://www.nttdata.com/americas) to learn more.

## Let's Get Started

*To learn more about how we can help you succeed, please contact:*

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## Client Quote:



**NTT DATA**

*Consulting can  
really deliver. They*

*have great skills and the know-how to execute – especially if you are going from strategy to execution in a tight period of time."*

**- Top 4 U.S. Bank**