

Full life-cycle development of the teller in-place system

Client

An international company headquartered in the USA

One of the worldwide pre-eminent financial services companies, with some 200 million customer accounts in more than 100 countries, that uses the diversified financial services business model. Its main interests lie in the areas of credit cards issue, retail banking, loan and mortgage offers, brokerage and investment services. With dozens of years of history and total assets of trillions of USD, the company is recognized by the leading marketing agencies as one of the largest companies in the world.

Project Scope

Auriga participated in the full life-cycle development, testing and maintenance of the teller in-place system. The main idea of the project was to accelerate the process of customer support, speed up the reports drawing up and, as a whole, to raise the level of customer service. To achieve this purpose, Auriga engineers had to consolidate several existing applications into one product with increased information security level and operating efficiency.

Project Statistics

- Team size: up to 6 people in Auriga
- Client relationship duration: 1.5 years

Objectives

- Enforcing the teller's operational effectiveness through raising usability of workplace by consolidation of several existing applications, including end-user computing, into one product
- Increasing the information security level
- Examining compliance with the current Client policies
 - the system should cover the following procedures:
 - till balancing operations
 - foreign currency exchange operations
 - clients cash discipline procedures
 - all the reports concerning till position and foreign currency exchange operations register

Results

Despite the fact that the client changed its requests during the projects several times, Auriga engineers developed the

system on time. The final version of the application has the following features:

- **The main business procedures are executed:**

- vault balancing
- till balancing
- exchange rates
- foreign exchange operations
- cheque collection
- clients' cash discipline

- **The main functional requirements are fulfilled:**

- A formal raking scale of assignments to improve the system's information security
- Protection from double and triple information input
- The major events and actions that happen in the system are logged and available in the special activity log report

All procedures are accompanied by appropriate reports.

Auriga's experience with this project allows drawing the following conclusions:

- Paperwork is dramatically reduced
- Interaction between bank departments/branches significantly improved
- Information security is enhanced
- Time required to perform some operations is reduced manifold
- Client requests are processed much faster

The highest level of provided services is ensured by Auriga's CMMI Level 4 and the company's client-centricity policy: focus on client business goals and providing best value, establishing comfortable and efficient communications, individual approach and agility to each client.

Tools And Technologies

- C#
- Microsoft .NET Framework 2.0
- Microsoft Visual Studio 2005
- Microsoft SQL Server 2005
- DevExpress Windows® Components
- ADO.NET
- WinForms
- Crystal Reports 11