

Introduction

CMC implemented TC/4, the multi-currency, online, real time, core banking Software product on LINUX operating system in Bahrain Development Bank, Bahrain in 2006. The bank has specific requirements for Islamic Banking Products and CMC customised and implemented Islamic Loans for the bank.

Interface to CMC-developed treasury product Treasury has been provided.

Background

Bahrain Development Bank is a premium development financial institution in Bahrain poised for continuous growth. The Bank is in the process of identification and implementation of software applications catering to multiple business segments within the banking business.

To cater to the contemporary customer, business, market and regulatory demands, Bahrain Development Bank embarked on an ambitious project of procuring and implementing software applications encompassing all the major business areas in banking.

The turnkey scope of implementation and wide-business coverage makes this requirement a critical, comprehensive and complex software project involving substantial and long-term investment by the Bahrain Development Bank in IT infrastructure. This requirement demands a high level of banking business understanding and large scale IT projects implementation maturity on part of the implementing solution vendor

CMC's Solution

TC/4 Core banking

TC/4[®] (Total Concept Financial System) is a state of the art "Centralised Core Banking Solution" that provides a truly integrated enterprise-wide platform for delivering the dynamic and challenging banking requirements of this e-age.

TC/4[®] is a highly secure, extensively parameterised, multi-currency, multi-language system that provides rich core banking functionality. The system has a fully integrated and highly flexible multi-currency general ledger. The system can be interfaced to a multitude of new-age delivery channels such as ATMs, Remote Terminals, Kiosks, Internet banking, Tele-banking, e-cheques and other delivery and payment systems. The open framework provides immense scalability and allows easy integration to external systems such as Treasury, Trade Finance, Dealing, Asset Liability Management systems, etc.

Architecture

TC/4 has been developed on open systems standards. The architecture is N-tier client server based, and uses Tuxedo as the middleware for transaction management. The front-end branch delivery system is a Graphical User Interface. The front-end branch delivery system supports two types of delivery interface: Visual Basic and browser-based. TC/4 also supports thin client architecture. The core engine is open system compliant and is available on UNIX platforms like, HP-UX, SUN (Solaris), Linux and HP-COMPAQ (Tru64)

Strategic Benefits

- 24*7 anywhere operations at low with robust, built-in high availability features
- Introduce new products and services in short time frames to meet market requirements
- Manage financial risks and identify revenue opportunities
- Strengthen bank's market position through innovations using new delivery channels.
- Effective risk management through online control and tracking
- Ensured technological superiority by using cutting edge technologies
- Bank's position at a glance

The depth of functionality of TC/4 the flexibility and ease of operation, and the array of user-friendly utilities and allied services, assure complete satisfaction to the banker as well as the customer.

CMC played the role of a both solution provider as well as Enterprise Architect in the realisation of the objectives set. The tasks performed by the CMC team include:

- Study and understand current situation vis-à-vis strategy recommendations and RFP specifications
- Assist to draw up a "Roadmap Document" detailing the timeframe and requirements to span the gaps identified during the study
- Develop appropriate plans and strategies to replace the existing systems with the modules of the new system
- Develop a migration plan for the technology implementation and its interfacing with required systems
- Develop a Datawarehouse architecture and design to cater to the needs of bank level MIS as well as regulatory reporting
- Architect and build the necessary bridges to implement the new system
- Help the bank's in-house IT staff to bridge the gap in required IT expertise through effective skills transfer in a professional environment
- Train and transfer technical know-how – including on-the-job and formal training, to the users and IT department personnel, as appropriate, for eventual takeover of the implemented systems/solutions
- Actively participate in the Best Practices methodology/culture changes and business transformation implementation during project deployment

Coupled with the interfaces to Treasury, CMC's solution helps the Bank address the full retail banking requirements.

The TC/4 installation for the bank's 2 branches connected to a Single Data Centre. The number of transactions in 2 branches has crossed more than 200 per day.

Solution Implementation at BDB

The Gap study and analysis was undertaken by the BDB officials at CMC's Development Centre at Hyderabad. They emerged with a list of gaps that required

additional design and development. CMC did the necessary customisation to suit the bank's requirements with specific reference to legal and statutory needs.

Based on the inputs and the understanding of the system study, CMC configured the TC/4 system.

The Pre-shipment Acceptance test was conducted by bank officials at TC/4 Development Centre at Hyderabad. The first phase of the User Acceptance Test was performed over a period of 3 weeks. The basic objective was to install the different products and schemes of the bank and do a detailed and thorough testing of the software.

The final Acceptance Test took place in 2006 for two weeks at the client's site (Bahrain Development Bank, Bahrain) on the test and training environment.

The site preparation activity was done by the bank. CMC acted as a consultant for this activity. This activity included the installation of the network (LAN/WAN), electrical systems, backup power systems, etc.

Data Conversion

The data migration exercise involved three major activities:

- Design of Data conversion formats –
These formats were designed based on the inputs required by the TC/4system and the data available with the bank
- Data extracts were provided by the bank in the formats prescribed by CMC
- Uploading of data into the TC/4system

Training

The Training strategy was defined by BDB in consultation with CMC. Special training programmes were devised for various levels of users. Special training program for Trainers and senior management was also provided.

A two-week training program was conducted at the client site on the test & training server. The training included classroom sessions and hands-on training on a live banking environment. In classroom sessions TC/4 concepts were covered in detail with the help of presentations and live demonstrations. The training material was specifically oriented towards the requirements of the staff of the bank. Hands-on training included extensive personalised interactions, exercises to work on, etc. The primary objective was to make them familiar with operational details of the software.

Complete support was provided by CMC's dedicated "TC/4 Implementation team" consisting of experienced professionals to carry out the on-site implementation of the

project under the guidance of the Project Manager and other key senior and domain-specific experts identified for the project.