

SunTec enables one of the largest global banks with its multi-country implementation

With 48 million customers and offices in 72 countries and territories, the bank has long been a pioneer of banking services around the world. The bank wanted to reduce their operational costs and increase competitiveness and efficiency in the market.

To achieve this, the bank was on the lookout for a global billing solution. The bank wanted to avoid incurring a huge cost which is typical of such transformation projects by equipping their own IT team to implement the project with minimal supervision.



CASESTUDY

SunTecTM

The power to **xelerate**

Business Challenges

- ⦿ Multi country deployment issues including regulatory complexities
- ⦿ Shifting to a new billing model would be disruptive, costly and time consuming
- ⦿ Scalability concerns with the existing systems and the system to be implemented

Benefit

Coupled with Xelerate's ease of configuration and minimal guidance from SunTec, the bank's IT team was able to implement the solution in 25 countries with further implementation being planned for 85 more countries around the world

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Xelerate enabled the bank to implement and roll out innovative products and offers in multiple countries with a faster turn around time

The bank's costs reduced by 81% compared to traditional billing platform deployment models

The bank could reap the benefits much faster, with the first 11 countries being rolled out in just 6 months

Client's customers benefited from increased financial visibility, improved customer service and faster availability of new products

Implementations in 25 countries was completed in less than 3 years including all primary markets for the bank

About SunTec

At SunTec Business Solutions, we help our clients increase the lifetime value of their customer relationships through effective revenue management and real-time customer experience orchestration. With a legacy of deployments in over 45+ countries, SunTec is a trusted partner to some of the world's leading banks and digital and communication service providers. Headquartered in India, we have our offices in the USA, UK, Germany, UAE and Singapore.

If you wish to explore further on how SunTec can help you achieve customer centricity in your bank, please drop us a mail at contactus@suntecgroup.com and we will get in touch with you

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