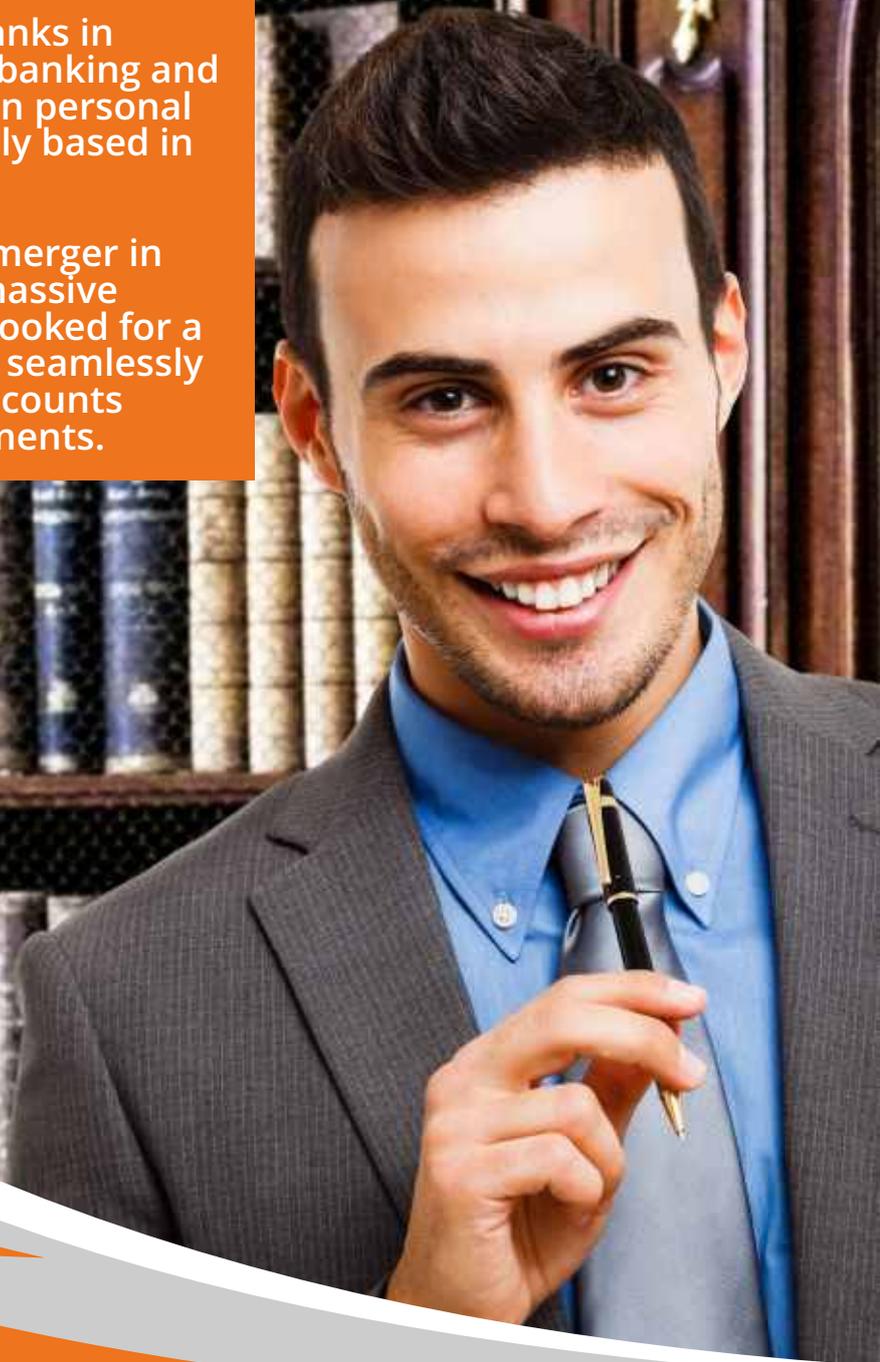


# SunTec enables seamless integration for the largest merger in European history

The client is one of the leading banks in Europe providing a wide range of banking and financial services to over 30 million personal and corporate customers, primarily based in the UK.

The client went in for the largest merger in European history which led to a massive increase in client base. The bank looked for a centralized billing hub that would seamlessly integrate and handle customer accounts efficiently for all the banking segments.



CASESTUDY

SunTec™

The power to **xelerate**

## Business Challenge

The bank faced several challenges after the merger took place.

- ⦿ A dynamic and scalable system to handle massive load of increased customer base and transactions
- ⦿ A system that can handle customers across all banking segments
- ⦿ Faster project deployment for faster ROI
- ⦿ Integration of inflexible existing legacy systems in the merged bank and services

## Benefit

The bank was able to save on time and easily handle 30% extra volume and transactions even with the challenge of a shorter batch window. Xelerate provided the bank with the ideal platform to enhance their operational efficiency and provide customers with superior experience.

# SunTec™

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## Xelerate enabled seamless transition to handle the influx of customers, transactions and business rules

Enabled seamless integration of accounts across different divisions

Provided a single view of products across silos with common charging functionality for all business lines

Managed high volume transactions and billing cycles

Enabled real time responses and increased the transaction throughput

Consistent customer experience before and after the merger

## 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](mailto:contactus@suntecgroup.com) and we will get in touch with you

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