

CARDS CONSULTING

PROJECT

▶ Technology & Card Business Review for a Islamic Bank in Malaysia

CLIENT

- ▶ One of the earliest Islamic Bank in Malaysia
- ▶ Issuing portfolio of 150K cards
- ▶ Minimal acquiring portfolio

REGION

Malaysia



OBJECTIVE

Key Requirements

Review of business department for type of products, marketing strategies, future plans, pricing strategy etc.

Review of the technology platform (Silverlake) and identify the obvious gaps with “industry standard” revolve platforms.

PROJECT DETAILS



Project Size : **80 Man Days**



Team Size : **2**



Schedule : **8 weeks**

Approach

Engagement involved review of following key areas:



Business Review: Review the business practices including meeting different departments like products, operations, marketing, pricing, reconciliation to identify the gaps.



Document Review Review the documented functionality of the Silverlake platform (Product Study) and identify the obvious gaps with “industry standard” revolve platforms.



Process Review

Review the process (e.g. process flow management, knowledge management, development & testing, people skills etc.) and feedback on obvious process / skills gaps.



Capture the business expectations from a short / medium / long term perspective and identify possible pain areas from people, process and technology standpoint.



The 2-member team spent 3 weeks in Malaysia for meeting key stakeholders and information gathering. All analysis activities were performed offshore utilizing email/calls wherever required.

VALUE DELIVERED

Based on the recommendations, client decided to upgrade to better platform and made changes to business team.