



## Project Engagement

# SBC Credit Switch migration Program Management

- End to end program management for the credit switch migration from existing BPC Smart Vista to hosted TSYS PRIME platform.
- To manage CMS provider vendor TSYS, multiple 3rd party providers and in-house teams who built custom solutions.
- To manage incumbent interfacing third party vendors for this credit switch migration project.
- End to end management for multiple work streams like development, interfaces, SIT, UAT and Conversion.



## Client



Security bank is one of the top 5 banks in Philippines serving retail, commercial, corporate & institutional client base. It has received accolades for being the one of the most stable bank year on year.

## Location

PHILIPPINES



## Challenges for Client

- Skilled Program managers were limited and were already engaged in the existing set of projects.
- Client was lacking a project manager with prior experience of managing a Switch/CMS replacement program of this size.
- Needed experienced project manager who could guide and control CMS vendors, third parties and internal teams for successful Go-Live!
- To assign full time committed team members to this project due to BAU work.

## Challenges for Verinite



- Last minute denial from POS service providers to re-program the terminals, resulted in change of go-live approach.
- Finding a common way forward for ongoing interdependent projects whose go-live date kept moving.
- Lack of resources & skills for client developments.
- How to meet project deadlines when promised delivery dates were not kept multiple times by participating vendors and teams.



## Engagement Objectives

- To implement the new Credit card management system TSYS PRIME .
- Integrate fraud management system Falcon with PRIME along with new rule setup and profile maturation.
- A smooth transition for card holder, like no changes to the card holder PIN, cycling or statementing.
- Optimize and enhance existing processes for a better functioning and utilization of bank resources.



## Value Delivered

- Credit switch implementation was the only enterprise wide high priority project that managed to go-live as planned during that year when compared with other parallel projects. Thus avoiding cascading schedule & cost implications to other projects of the client.
- Provided Functional insights based due to prior experiences with system migration on the process improvements during this switch migration.
- Specialized project management skillset helped to carry out such an enterprise wide program of work with least number of post implementation issues.
- Proactive identification of risks and coming up with solutions including some last minute challenges resulted in avoiding delays and cost savings for the client.
- Provided guidance to the business as well as technology teams during the project thus mentoring some of the key bank staff during the process.



## Approach

- Verinite program manager was managing the engagement right from project inception to go-live date spread over a period of 18 months.
- Verinite PM applied its composite way of project management based on understanding of project and team dynamics, resulting in project success.
- Verinite project manager utilized its expert people skills to best fit culturally within the client teams. It helped to gain acceptance of a 3rd party PM by bank departments and establish authority. This cultural fitment was essential in forming a strong bond between the teams throughout the project duration.
- Actively managing the discovery phase where in the project scoping was detailed out and initial project plan was created.
- Deep dive sessions were conducted between SBC department heads, SMEs and TSYS vendor teams to come to a common agreement and scope sign-off.
- Prepared integrated project plan to derive a realistic go-live date.
- Managed the client in-house build and various testing phases including SIT, UAT, Regression and multiple data conversion mock runs.
- With hands-on attitude and domain knowledge effectively managed in-house and third party vendors like TSYS, FICO, Euronet, SBC internal teams, Idemia, Equicomm, POS providers, Xytron, Infinitium, MasterCard etc.
- Came up with solutions for some of the showstopper challenges faced during the project including - MC new ICA connectivity, Falcon integration, card personalization and POS terminal re-programming challenges.
- Quick decision making and open to alternate solution helped to keep the project momentum moving and to keep teams motivated for go-live.
- Handed over the project smoothly to banks existing BAU, PMO and business teams post go-live.

Program Duration : **18 Months**

Vendors: **TSYS | FICO | Euronet | Xytron | Idemia | MasterCard | Equicomm**