MAVERIC

Conscious contextualisation of solutions reduced efforts by 75%

For a leading bank in the UK

KEY DATA POINTS

- Bank rated as #1 for the digital services offered

- Enhanced Customer Experience with ease of access to banking products

- Easy and secured digital journey for customer onboarding and account opening

CHALLENGE

As one of the key banks in the region, the client was intending to integrate fragmented processes being followed by different departments which were creating a dent in the customer experience. The client needed an expert in redesigning the processes to reduce efforts and enhance customer experience.

Some of the challenges faced were –

- Restricted team size leading to increased time to market

- Adoption to latest technology trends in the markets

- Lack of domain and downstream knowledge

- Adherence to complete agile model

DIGITAL

EXPERIENCE ENGINEERING

SOLUTION

- 3 cross capability feature teams of 10 members each, used a bimodal (two speed approach) in implementing TDD (Junit, Mocha) and BDD (Cucumber, Selenium)

- Implemented a Bi-Modal / Two Speed Approach for development

- Implemented TDD (Junit, Mocha) and BDD (Cucumber, Selenium)

- The fixed team capacity employed variable technology to work on backlog grooming, story slicing and estimation of story slices.

RESULTS

- Maveric's 'simplicity-in-design' approach lent flexibility for realigning team based on minimum marketable feature (MMF)

- The solution leveraged lean practices reducing customer efforts by 75%

- Increased 2x velocity at the end of release 2 (12 sprint cycles)

- Maveric intervention increased speed and agility of Customer's business processes through digital transformation

- Overall enhanced customer experience and increased engagement.

ACCELERATE NEXT

ABOUT MAVERIC'S DIGITAL SERVICES

Maveric helps banks accelerate their digital transformation through unique experience engineering - by reimagining digital delivery models and creating superior domain-led digital solutions. Our digital experts offer a consulting led approach, powered by domain and engineered with open source and hardened technologies across open banking, digital channels, agile transformation and cloud adoption.

Maveric is a trusted partner for leading digital-only, and legacy banks in digital-evolution mode across UK, Middle East and Asia Pacific. Our unique DDR model reimagines digital delivery to ensure our customer's digital ambitions roll out on strong, secure and sustainable foundations.

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