

Pandemic Doesn't Stop Acceleration & Innovation @ Maveric



At Maveric, a two-decades seasoned banking sector technology services consulting partner, the last few months has seen extensive exercises in replanning post-COVID strategy. Juggling mid and long term priorities on behalf of their clients, Maveric teams demonstrate lessons in adaptive learning and pragmatic innovations.

About the Customer

One of Maveric's customers - A Tier 1 global bank catering to consumer banking, with the largest credit cards customer base in the US, and a strong presence in the Mortgage Industry, collaborated with Maveric during the Pandemic. The particular stakeholders on the customer end lead the global consumer banking technology programs across regulatory, consumer analytics and key partnership program initiatives.

In addition to their current programs, because of Covid 19, all US banks were inundated with multiple Covid related programs which includes stimulus package rollouts, small business investments support etc.

Hundreds of Covid programs were launched by the customer, causing enormous workload for technology teams in Consumer Banking.

The Challenges

Not able to work from office, next-to-nil face time for interactions, knowledge transfer or joining orientations. The logistics challenge being aggravated further due to the Virus's high exposure risk, meant that work from home was fast becoming the norm. As the programs count steadily soared, the head-count for the project's delivery remained unchanged.

Despite the growing exigency, the need to continuously deliver programs with desired quality (without additional funding), meant re-wiring for the new normal.

At stake was the Bank's brand image and customer's business survival.

The Measures

Maveric stepped up the game not only in helping its teams but also delivering unparalleled value to other partner teams involved in various parts of the programs.

Below are few of the Assets and Accelerators created during this period.

Initiative	Challenge	Innovation	Benefit to customer
API Test Automation Platform (ATAP)	Functional coverage limited to tester's knowledge and documentation hence there was no automated traceability to business requirement. Manual Test Data mining was time consuming for the bank and took 30-50% of overall test effort. Also, there was manual update of test status and results.	Maveric team built ATAP which provides a framework and web-based UI platform for automating API test design and execution, integrating test data enabling faster end-to-end testing that ensures optimized business coverage. The platform is highly scalable and customizable to any Microservices based development projects across Digital and Core Banking domains.	<ul style="list-style-type: none"> Accelerated end-to-end test automation Higher testing Productivity resulting in FTE effort saves and shorter release cycles Increased Functional and Technical coverage leading to improved requirements traceability Easy integration to TDM engines & decreased Defect Leakage to Production Faster issue escalation, enabling customized analytics
Automated Data Ingestion Frameworks	Bank wanted to onboard applications with 1000's of tables on to the Big Data platform to use the data in Analytics programs at rapid pace	Maveric team developed specialized high-performance Frameworks for 1) Ingestion - optimizing resource usage and throughput; 2) Automatically ingesting large number of tables after validating the data from respective source systems to Hive.	<ul style="list-style-type: none"> Faster implementation of programs through Frameworks for improving Analytics supply chain with 5x Ingestion Productivity. High Performance Frameworks to dynamically ingest various data sources.
Customer Management Repository	KYC Portfolio needed end to end seamless validation from source systems to Customer Management Repository which serves as target state for KYC	Maveric team provided 95% Automation through Ab Initio DQE engineered data with utmost quality, robust data coverage and easy readability by user from source to target with 90% end to end automation coverage and no defect leakages in KYC.	<ul style="list-style-type: none"> High Performance automation validation Framework covering end to end validation from Sources systems to Target systems Automation of 180K test scripts with 99% reusability for multiple iterations of test scripts Seamless integration of end to end validation with 100% accuracy on data lineage reports and Conditioning

The below measures specifically ensured there is no COVID impact to the project delivery. Maveric teams continued to innovate in the situation and showcased many new data & analytics solutions, thereby bagging additional customer projects.



BCP & Collaboration achieved through Core Commitment

Focussed BCP initiatives were used to mitigate risks brought on by the COVID – 19 situation.

- Being a cloud native company, Maveric teams smoothly transitioned to 'Work-from-Home' in the space of 48 hours. Most of the connectivity and collaboration applications being on the Azure platform meant providing remote access to client's platforms wasn't a challenge.
- Being one of the earliest adopters of WFH mode, the client appreciated our robust transition. 90% of the delivery team started WFH (across offshore locations) in the 1st week of the lock down. By the 2nd week, 100% team members were working remotely.

Impact on Project Delivery: Zero.

One of Maveric's brand promises is Core Commitment.

A partnership attribute that comes from high flexibility and stamina, and demonstrated through a culture of ownership and empowerment. Extending support during US hours, though being a stretch, was accomplished as the Maveric technologists' worked as one team with the customer to deliver programs across various suppliers, development functions.



Stepping up Stakeholder Governance through Consistent Communication

At Maveric, new lines of communication were opened so that the customer could report any concerns and for us to gain their confidence.

- Program wise delivery leaders began daily stand-up calls with onsite and offshore teams. They reviewed deliverables, monitored associates' well-being and any productivity impediments.
- From monthly leadership meetings (Pre-COVID) the rhythms changed to weekly call updates and email reports thereby ensuring business continuity and managing any customer concerns.
- To combat 'out of sight, out of mind' phenomena, multiple modes - mail, phone, video calls, messenger - were used for constant customer touch and WFH employees.



Program Reporting and Progress Reporting

In the scenario of distributed working teams, the review and governance processes assumed high priority.

- Real time dashboard reporting institutionalized along with a daily risk mitigation plan.
- A daily status progress report was published for the clients' project leaders.
- Team leads shared enhanced weekly status reports with the customer stakeholders.
- Leadership teams shared weekly reports, with updates and future plans, thereby helping customers to follow the engagement status.



Management Attention to ensure Stakeholder Engagement

At Maveric, leadership team engagement with the client teams was ensured at all times.

- One member of Maveric's executive management team was involved with client teams on daily stand up calls. Apart from overseeing project delivery aspects, this was to ensure consistent connects across all three levels – Strategic, Operational and Tactical.
- Any inputs or needs from the organization's non-delivery departments were addressed without delays.

One on one Connect with the customer stakeholder:

Maveric's Data Director sponsors the Tier 1 Bank account in the US. He ensured weekly touchpoints with the Client director at the customer program level to ensure no risks.



How will the new normal play out?

In sum, be it prioritising BCP, resetting growth trajectories, strategising for more with less, innovating ways to trim costs quickly, or even, balancing customer empathy with balance sheet demands; Covid times necessitate agile thinking and nimble action.

ABOUT DATATECH SERVICES

Maveric DataTech enables global banks to make precise decisions using accurate data. The solutions leverage our 2 decades of extensive industry expertise synthesised into a domain model to ensure data accuracy through validations at every step, without compromising on agility and nimbleness. Our team of 200+ data & analytics professionals bring comprehensive technical and functional competencies tempered through our deep engagements with Fortune 50 banks globally.

Our solutions(Data Migration & Data for Digital) leverage best in class technology tools and are cloud native in their approaches. We also provide end to end Managed Services for Integrated Data Pipelines, Data Lakes, Data Governance, Visual Analytics and Advanced Analytics.

These solutions come to you from Maveric Systems, a Leader in BFSI industry technology solutions with 20+ years of track record and operations across the Globe.



www.maveric-systems.com

Email us at
marketing@maveric-systems.com

Maveric Systems Limited

INDIA | SINGAPORE | SAUDI ARABIA | UAE | UK | USA