

Building and Enabling Core Banking Application

Intra-bank Payment and Customer Accounting System



The Vietnamese financial market has rapidly expanded over the past few years and gained great strategic importance at the global level. In tandem with the rapid liberalisation, privatisation and globalisation of the market, the Vietnamese Government is making plans to modernise and integrate the banking sector. And in assistance of this move, the World Bank provided funds to the Vietnamese Government for the implementation of the Intra-bank Payment and Customer Accounting System (IPCAS).

The Vietnam Bank for Agriculture and Rural Development (also known as AGRIBANK) is the state-owned and largest commercial bank in Vietnam in terms of capital, assets, staff strength, operating network and client base. The objective of IPCAS has been to modernise the bank's processing infrastructure and to introduce international-standard banking processes and systems to AGRIBANK in order to meet the demands of AGRIBANK's customers and improve competitive edge.

The development of the IPCAS core banking applications were undertaken by Korean Hyundai IT and fully supported by NCS in the supply and implementation of new high-end infrastructure hardware and software for the IPCAS platform.

Scaling Up For Growth

The existing IPCAS system supports approximately 3,000 users in 115 locations (branches and transaction office) including the central office, and performs an average of 1,400,000 transactions per day. AGRIBANK intends to upgrade the infrastructure of IPCAS platform to cater for approximately 20,000 users in 2,000 locations (branches and transaction office) including the central office, and processing up to 17,000,000 transactions per day.

During the Phase 2 of IPCAS project, NCS partnered with IBM Vietnam to supply latest state-of-the-art IBM hardware and software, as well as designing and implementing the whole infrastructure platform for the IPCAS core banking application platform.

CHALLENGES

- Automating business processes to handle increasing volume of transactions and growth customer base
- Overhaul and upgrade of new hardware to support the new Intra-bank Payment and Customer Accounting System
- Migration and technology transfer from legacy system
- Training and knowledge transfer for existing AGRIBANK IT staff

SOLUTION

- Supply, design, implement, migrate, and test new IBM hardware infrastructure for IPCAS platform
- Turnkey project management in the implementation, migration, technology transfer, warranty maintenance and support services for hardware infrastructure
- 24 x 7 premium after sales hardware support and maintenance plan

BENEFITS

- Fast and seamless banking services at all branches and ATMs in entire Vietnam
- Improved operational efficiencies to meet the increasing business demands and future expansions
- New infrastructure equips AGRIBANK with latest technology edge and ready to adopt modern banking solutions from developed countries

SEAMLESS MIGRATION AND INTEGRATION OF CORE BANKING APPLICATION

In order to help AGRIBANK establish a seamless migration and integration of the new IPCAS platform, NCS was engaged to supply a full range of IBM servers, storage systems, and operating systems software for the Primary and Backup Datacenter. The new IPCAS platform comprises of high-end server hardware with latest operating system, storage systems using sophisticated SAN technology, and backup monitoring systems.

NCS partnered with IBM Vietnam to provide implementation, migration, technology transfer, as well as warranty maintenance, and support services for the new hardware. NCS also perform various integration tests for each layer of IPCAS to confirm that the new hardware platform can integrate seamlessly and provide optimal performance to AGRIBANK's existing core banking applications, databases, and middleware

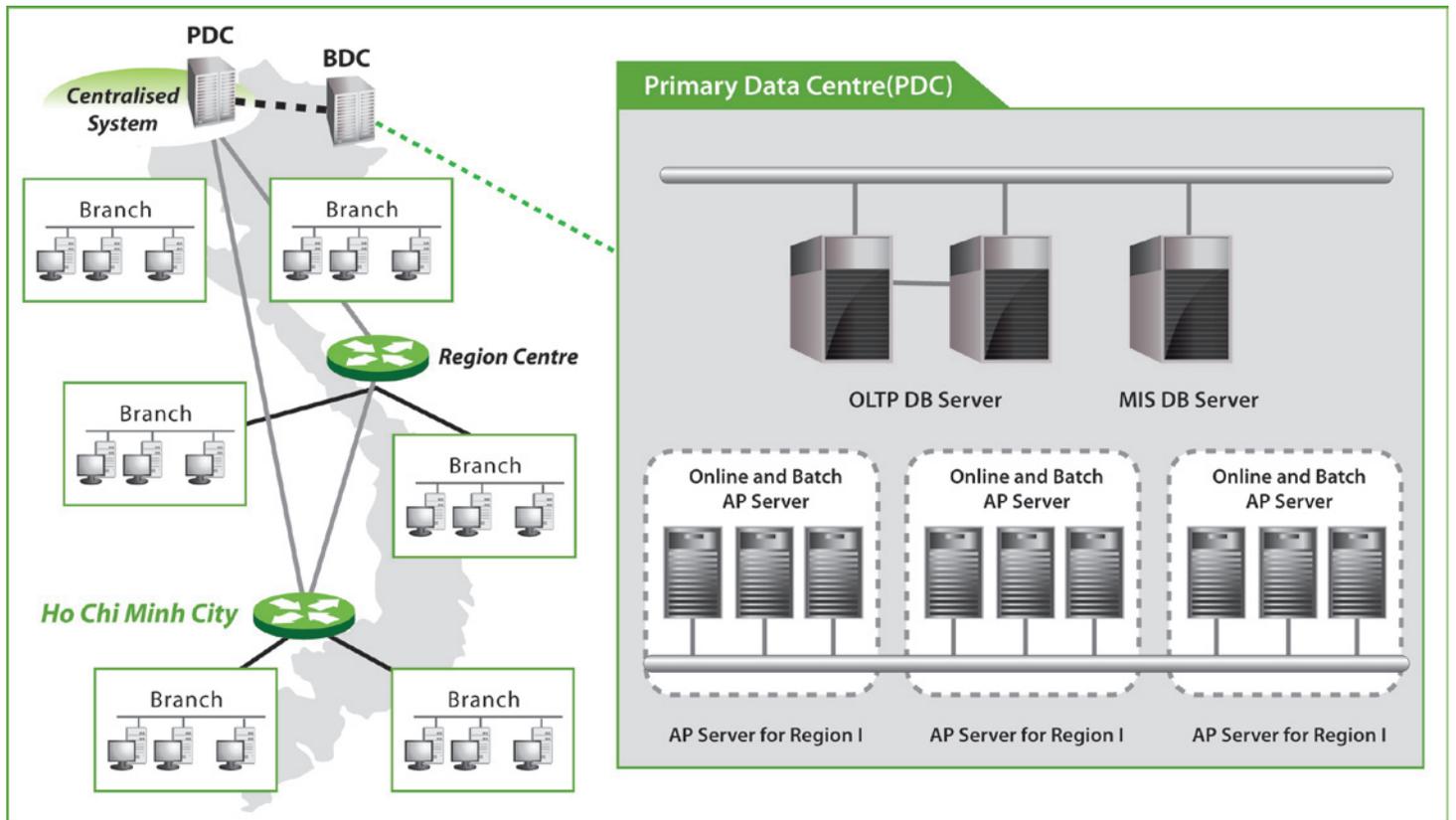
In addition, NCS provides AGRIBANK with premier after-sales support at a single point of contact. Resources are readily available to ensure 24x7 support for the IPCAS infrastructure, including training for AGRIBANK staff to equip them in operations takeover.

Honed for thought leadership and domain expertise in building e-infrastructure systems to connect multi-platform back-end systems of banks to external customers and suppliers, NCS helps FSI companies adopt leading technology in core banking applications, enterprise solutions, business process outsourcing, connectivity, security and multi-channels delivery.

Mr Chang Chew Lik, NCS General Manager, Financial Services said, "We are proud to help AGRIBANK attained such great progress in banking IT. With the deployment of the IPCAS, it has transformed AGRIBANK to become one of the local banks with the highest average processing speed and scale, laying the foundation for the bank to expand its distribution channels and product range"

The successful implementation of the new IPCAS turns another revolutionary chapter for us as we modernise AGRIBANK's processes and systems to meet the increasing business demands and requirements of the banking sector. NCS project management team has been outstanding and highly knowledgeable in the planning and execution of the entire implementation. Their professional spirits and dedication towards the success of the project is truly commendable"

Do Giang Tinh
Deputy Project Director
AGRIBANK



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