

CASE STUDY:

Barclays Business Internet
Banking



Xansa's proven offshore capability drives significant cost savings for Barclays

The Picture

Xansa's long-term relationship with Barclays Bank took a new turn in 2003 when they selected us as their offshore development partner for Barclays Business Internet Banking (BBIB).

This is a special service for the bank's large and medium-sized enterprise customers, giving them a range of valuable tools including support for foreign exchange trading, import and export capabilities and integration with other enterprise software.

With a view to improving customer service levels while achieving significant cost savings from offshore development and operations, this was a complex programme. Alongside the delivery of a sophisticated Internet-based solution, it also involved major elements of organisational change and business process improvement.

Our approach involved true onshore/offshore integration, with customer interface, software architecture and User Acceptance Testing being undertaken by a small UK-based team, while development and testing took place in India.

Completed on time and within budget, the programme rapidly began to meet Barclays' objectives for cost-savings and service improvements. Critically, the bank has seen sales increase as a direct result, in a tough environment for financial services.

Xansa View

The solution we developed using a component-based development model integrated various existing systems to give customers ready control over varied accounts

and enabling them to view related accounts as a single entity.

We're delighted with the resulting customer benefits, which are both attracting major new banking customers to Barclays and have led to our appointment to re-engineer the solution for use on Barclays' latest architecture.

Client View

"Xansa has added an extra dimension in terms of our ability to take on significantly more work than an in-house team could, with the added benefit of offshore rates that makes the budget more acceptable to our internal clients.

"I have been so confident of the delivery and quality processes that I have been able to communicate how good the development centre is in Noida."

Ian Newnham – CIO, Barclays Project Services

Key Achievements

- Improved sales – more than 1,000 large and medium-sized businesses have signed up to BBIB since its launch in July, including a number of high profile new relationships.
- Strengthened relationships – existing customers are doing more because the process has been made easier for them
- Cost savings – Barclays plans to realise significant potential by switching PC workstation-based customers to Internet banking
- Enhanced security – smartcards, readers, 128-bit encryption and passwords have added extra levels of security, with permission-based rules allowing

customers to restrict staff access to certain areas

- Future enhancements – the bank is planning to develop personalised content and financial advice for individual customers
- Customer focus – they now have access to real-time, secure and portable banking systems that they can access from across the world

SCOPE

For Barclays - Xansa delivers:

- Situation Assessment
- Solution Design
- Applications development and testing
- Systems integration and implementation
- Change Management
- Transition Management
- Offshore capability

The technologies involved were:

- J2EE on a WebSphere Applications Server
- 128-bit encryption and public key infrastructure for security
- Smartcard system to uniquely identify and authenticate users.
- Java connectors to communicate with legacy mainframes

We worked closely with client management to deliver and manage a highly complex, end-to-end programme of organisational, process and technology change that was **completed on time and on budget.**

This was a truly integrated offshore/onshore project that delivered multi-channel capability to the client. At its peak, the project team comprised 60 people.

Customer interface, software architecture and User Acceptance Testing services were provided by a small team in UK; development and testing capability came from Xansa's offshore team.

"Customers now have access to a real time, secure and portable banking system, which they can access from all over the world. We have proven that through close co-operation between Barclays and Xansa, it is possible to deliver very complex business applications offshore."

Andy Bysouth, Technology Programme Manager, Barclays

This programme really demonstrates the strength of our capabilities in delivering complex development and maintenance programmes that drive early cost reductions, service improvements and tangible commercial gains