

## Financial Services

## Leveraging technology to transform banking deal and transaction support services

BSG supported the corporate investment division of a large South African bank to drive **transformation of deal processing** via a cutting edge technology stack that provides automation opportunities, improved case, contracts and document management capabilities.



### Overview of the client's needs

- Optimise deal execution times through reduced dependency on human processing
- Avoidance of contractual and transactional errors stemming from human interventions
- Make the application landscape more efficient and remove dependency on legacy systems to optimise processes
- Enhanced data quality and insights to business
- Improve customer banking experience
- Integration of all technology applications onto a single platform
- Enhanced business continuity



### Objectives of the engagement

- Analysis and prioritisation of business needs aligned to a larger, business-wide digital transformation
- Supporting to shape the architecture for an end-to-end digital technology solution which automates deal and transaction support services
- Implementation of a customer relationship management (CRM) platform which integrates works management and workflow, documents and contracts lifecycle management capabilities
- Data migration and the implementation of securities and permissions to ensure data integrity and compliance



### Benefits of the change

- The cutting edge integrated technology stack radically evolved the automation of deal processing from opportunity to post deal management
- End-to-end reporting made possible, ensuring greater visibility and positioning the bank to proactively identify opportunities and risk in the future
- Reduced isolated silos within the business unit by a single integrated system which centrally manages the entire lifecycle of a deal
- Identification of hidden risks associated with legacy technology and their mitigation resulting in compliant data and processes

Evolving the **automation** of **transaction support services** to enable **end-to-end processing** and central storage of administration documentation.

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## Engagement Overview

A large South African bank needed to rationalise their application landscape and remove their organisation-wide dependency on legacy systems within a finite timeframe. As part of this rationalisation and modernisation process their corporate investment division needed to evolve the way in which they managed transactions for their bank loan and market agreement divisions.

Transaction management relied on human processing and the use of multiple technology platforms which lengthened deal execution times and increased the risk of contractual and transactional errors stemming from human interventions. Business continuity was affected due to manual, non-centralised processing and document storage.

To mitigate these risks, and bring the division in line with existing compliance and governance structures, the bank needed to automated and centralise transaction management. This called for the integration of all legacy technology applications onto a single platform with a view of enhancing data quality and providing better insights to business, improving the customer and bank experience and enhancing business continuity.

## Solution

The bank chose to partner with BSG in order to plan and implement the rationalisation and modernisation of their transaction management processes for their corporate investment division. BSG was best positioned to enable the bank to achieve their goals – approaching problem solving by providing a holistic solution - bringing together strategy, analysis, software development and delivery management. Leveraging the combined power of these skills and working closely together to deliver an end-to-end solution.

BSG conducted a full analysis and prioritisation of bank's business and technology needs aligned to the larger, business-wide digital transformation drive. This clear view enable them to provide the architecture for an end-to-end digital technology solution which automates deal and transaction support services.

BSG supported the implementation of Salesforce, a customer relationship management (CRM) platform, which integrates works management and workflow as well as documents and contracts lifecycle management capabilities. This CRM would form the basis for the end-to-end system, providing for centralised, secure access and storage of transaction data. BSG custom developed plugin integrations for several applications to shape the technology to the exact business needs. This included integrating online storage capabilities through Box, agreement drafting capabilities through HotDox and the ability to provide electronic

and digital signatures through DocuSign.

To ensure data integrity and compliance BSG assisted the bank with data migration and the implementation of securities and permissions for the end-to-end system.

## BSG making a difference

BSG enabled the bank to radically evolve the automation of transaction support services in their corporate investment banking division – enabling end-to-end processing and central storage of transaction management and administration documentation. The risks associated with human intervention were drastically reduced.

The cutting edge integrated technology stack was a first for this banking division transforming turnaround times, data integrity, process governance and compliance for bank loan and market agreement deal processing from opportunity to post deal management.

This solution made holistic, end-to-end reporting possible, ensuring that the business has greater visibility over the full lifecycle of the transaction management process. This positions the bank to proactively identify opportunities and risk in the future.

BSG assisted the client to reduce isolated silos through a single integrated system which centrally manages the entire lifecycle of a deal. This resulted in the identification of hidden risks associated with legacy technology and poor governance and their mitigation resulting in compliant data and processes.

## Contact

Jurie Schoeman – Chief Executive Officer

Mobile: +27 (0) 83 302 7169

[jurie.schoeman@bsg.co.za](mailto:jurie.schoeman@bsg.co.za)