



DATA ARCHITECTURE IN THE BIGGEST IT INTEGRATION PROGRAMME AT ONE OF THE LARGEST UK BANKS

THE CLIENT

The client is a major high-street bank with a market capitalisation of £50 billion approximately. Its activities are organised into Retail Banking (including Mortgages), Wholesale, Life, Pensions & Insurance, and Wealth & International. Lloyds' extensive operations include the US, Europe, Middle East and Asia.

THE CHALLENGE

As a part of merger with another major bank, the client was compelled to undertake a massive IT integration programme to integrate two heritages, and also to return the group to profitability. There were significant integration challenges including disparate geographical locations, vendors, technologies, design approaches, and above all, operational impact on banking customers.

THE SOLUTION

Our people were involved right from the early stages of the programme – from prioritising scaling and remediation activities for payment platforms, to assessing the options for migrating critical statements and transactions data for wholesale customers. We also undertook architecture around AML and fraud data integration. Then we undertook end to end design and build of large corporate customers including identifying data quality issues, defining remediation strategy to cleanse the data, preparing automated migration packs and letters to inform customers of any changes to T&Cs, and allowing a smoother transition to the integrated bank.

THE BENEFITS

Our approach minimised disruption to the bank's customers. We ensured that only the data required post integration was migrated, and rest of the data was archived off. This allowed the bank to undertake optimised data cleansing, and transformation work. Our approach with corporate integration was achieved in a tactical and a lean manner, keeping in mind the tactical one-time nature of the migration.