

NTT DATA Consulting's leadership enabled smooth conversion to new card platform serving millions of customers

Challenge

Manage the complexity and risk involved in a major card platform conversion while preserving the customer experience.

The legacy core card platform at this Top 4 U.S. Bank was fraught with high risk, execution complexities, and increasing operational expenses. With 40-plus percent of consumer loan assets and non-interest income (NII) coming from its card issuing business, the bank needed to move to a new vendor-based platform to compete in the digital age and better serve customers. However, the scope, scale, and complexity of the platform conversion would clearly challenge the bank's internal capabilities and resources. This effort spanned the entire organization and required the execution and remediation of over 130,000 test scripts. More than 4,000 technical interfaces had to be modified/tested. And the bank had to ensure that its millions of card customers did not experience disruptions in service.

Solution

NTT DATA Consulting's extensive experience in card conversions was key to managing scope and minimizing risk.

NTT DATA Consulting's depth of experience in the card industry was exactly what the bank needed. NTT DATA Consulting mobilized a card conversion dream team and brought the added advantage of its proprietary portfolio migration playbook. NTT DATA Consulting consultants were placed in key leadership positions within the line of business and technology project teams, helping to determine the best approach for migrating to the new platform and creating a support framework that addressed the bank's unique requirements. NTT DATA Consulting leveraged its knowledge of the bank's legacy applications, external processing systems, card network, and third-party platform to drive the software development, testing, implementation planning and execution, and business-as-usual programs. NTT DATA Consulting also served in a change management role to minimize program risk.

NTT DATA Consulting Client Success Story:

Top 4 U.S. Bank

Offerings:

Change Management

Solution Design and Development

Deployment Planning and Migration

Project Management Office (PMO)

Testing and QA Services

Client Results:



**Tens of millions
of customers
successfully migrated**

NTT DATA Consulting's leadership ensured conversion went off without a hitch.

Results

NTT DATA Consulting helped the bank manage complexity and minimize risk in large-scale platform conversion.



Success
across the board

20

lines of business managed for
Business Readiness

2K

employees trained on
the new system

130K

test scripts executed

9K

conversion weekend tasks identified
and managed across

150

teams

4K

interfaces modified/tested

18

months to completion

About NTT DATA Consulting

NTT DATA Consulting takes an industry-centric approach to business and technology consulting. We seamlessly integrate business strategies and enabling technology to help clients accelerate business-driven transformation and compete in the digital world. NTT DATA Consulting has the unique ability to create end-to-end solutions by tapping the entirety of NTT DATA's global technology and business process capabilities. In financial services, our 1,000-plus business consultants and 4,000 technology experts work with 25 of the leading financial institutions in North America. Visit www.nttdata.com/USconsulting to learn more.

About NTT DATA

NTT DATA is a leading business and IT services provider and global innovation partner with 80,000 professionals based in over 40 countries. NTT DATA emphasizes long-term commitment and combines global reach and local intimacy to provide premier professional services, including consulting, digital, managed services, and industry solutions. We're part of NTT Group, one of the world's largest technology services companies, generating more than \$100 billion in annual revenues and partner to 80% of the Fortune 100. Visit www.nttdata.com/americas to learn more.

Let's Get Started

To learn more about how we can help you succeed, please contact:

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Client Quote:



NTT DATA

*Consulting is my
preferred partner*

*to work with. We have good
relationships with other
firms, but they don't have the
same level of understanding
of our business. Versus
NTT DATA Consulting in this
space, other firms don't
have a chance."*

- Top 4 U.S. Bank