

# Delivery Certainty

**TCS BaNCS supported clients during the pandemic in many important ways.**

**On-time go-live for post-merger integration of Indian banks**

In late August 2019, two prestigious banks in India announced their intention to merge. TCS was selected as the technology partner for the combined entity.

Post-merger integration commenced immediately under the banner of Paroject Sangam, named for the Sanskrit word for a confluence of rivers. Project Sangam was a high visibility undertaking, drawing national media attention to the promised go-live date for millions of end customers of the combined bank.

The first phase, which was to include balance sheet consolidation and the merging of Treasury operations, was scheduled for completion on 31st March 2020.

The technical challenges involved were formidable. To avoid any disruption to retail operations, both banks were planning to continue running separate core banking solutions for the time being. Nevertheless, regulations called for consolidated Treasury operations and a single balance sheet for a consolidated view of both organizations. In response, TCS took the innovative approach of building a “Bank within a Bank,” pulling real-time data from the separate entities to build consolidated books for the combined entity. This was achieved through automated interfaces designed to avoid any complications, manual interventions, or operational risks.

The seven-month timeline for the deployment was made even more challenging with the onset of Covid-19. Just as the banks were entering into the critical final weeks leading up to the go-live, the pandemic hit, leading the Indian government to respond with protective measures that included a 21-day, nationwide lockdown.

Everyone working on the merger immediately rose to the task. Almost overnight, the entire TCS team moved to “Work-from-home” mode. This effort was aided immensely from strong support from the TCS Infrastructure teams, which quickly moved ahead with a company-wide deployment of Secure Borderless Workspaces™ (SBWS™). The SBWS initiative ensures secured access to customer environments, giving high-level stakeholders the necessary reassurance about the security of remote operations, enabling the project to continue without a hitch.

With the dedicated and out-of-the-ordinary commitment from the TCS team, the go-live was achieved on time, with full balance sheet consolidation and merged Treasury operations ready for business on 1st April 2020.

The dedication continued following the go-live. For certain confidential and sensitive operations, on-site processing was determined necessary, despite being in the early stages of the pandemic. To manage these critical activities, TCS proceeded carefully with limited on-site interactions under the strict supervision of the project management team.

#### **Key safety measures included:**

- **Allotment of specific seating locations** in conference rooms to maintain appropriate social distancing
- **Strict food hygiene** with no sharing – everyone carries in their own food and utensils.
- **Alternate-week presence** to ensure adequate rest and quarantine

With these innovative efforts, employees’ friends and family members were reassured that everyone was in good hands with TCS. As a result of the full-team effort, on-premise operations were successful in protecting staff and their families while still ensuring Delivery Certainty for our esteemed clients.

## Delivery Certainty

### SBA Directives for US Banking

US Banking Clients were prepared with changes needed to implement SBA directives with respect to the Paycheck Protection Program and Loan Moratoriums by leveraging TCS BaNCS APIs and the product's easy configurability. Our teams continue to work closely with customers to deliver mission critical changes, which are being brought in by regulators across the globe in response to the ongoing situation.

### High Volatility for Market Infrastructure

TCS BaNCS is the primary system for many of the leading Market Infrastructure organisations globally, and we have been working closely with our customers to manage an environment characterized by unprecedented volatility. Our teams rose to the challenge of keeping markets running smoothly despite record volumes and activity spikes of 50 percent to 200 percent over normal volumes. We are proud of the role we play in delivering these mission-critical services.

### Supporting Indian Brokerage Clients

TCS BaNCS has been supporting Indian brokerage clients to mitigate risks from extreme market volatility and surge in volumes (2.5 times normal) by quickly delivering changes and reconfiguring risk parameters. Retail brokers in India, for the first time, have been able to ensure smooth work-from-home operations during the Covid-19 crisis for dealers due to the high security features of TCS BaNCS for Securities Trading. In addition to user-friendly digital capabilities, TCS BaNCS has supported Indian brokerage clients with risk management controls to manage the extreme surge in volumes and volatility.

### Delivering Health Insurance

TCS BaNCS, powered by the rapid implementation of TCS' Secure Borderless Workspaces', was able to deliver a new health product, "Arogya Sanjeevani", a standard health insurance product mandated by the IRDAI in India, amidst the Covid-19 situation.

## Continued Evolution with Leading Swiss Bank

PostFinance, Switzerland, a flagship customer of TCS BaNCS running core banking, payments, equities and fund order management components from the product suite, was in the midst of implementing critical evolutions from TCS BaNCS just when the global pandemic hit and national lockdowns were enforced almost overnight.

Leveraging the TCS' Secure Borderless Workspaces initiative SBWS infrastructure and PostFinance's own remote working processes, TCS and PostFinance teams continued to work closely without disruption.

In May 2020, the TCS BaNCS team introduced new features ranging from investment products to Smart Order Routing (SOR), allowing the Bank to route orders to the right exchange, offering the best execution price for its customers. This was followed by another critical evolution in July 2020, when the Bank was able to launch the QR-Bill project with the aim of modernizing payment transactions in Switzerland on time. The QR-bill is intended to replace multiplicity of payment slips in the country, thereby increasing efficiency and simplifying payment traffic.

And most prominently, the Bank has been running a mission-critical project to upgrade the TCS BaNCS Global Banking Platform for its core banking components, which was set to be completed in October 2020. With continuous support from TCS BaNCS teams in Switzerland and India, the project went off successfully as per the plan in the third week of October 2020.

### Go-Live in Bahrain

TCS BaNCS teams worked with a leading market player in the insurance space in Bahrain and went live successfully with TCS BaNCS for Insurance, right in the middle of the uncertain COVID-19 scenario in April 2020. This was achieved with close collaboration and detailed planning between the customer and TCS BaNCS teams.

### Enabling Loan Relief in South Asia

A leading Bank in South Asia needed pressing changes to be made to its loan portfolio as part of a governmental relief program. TCS BaNCS teams worked against aggressive timelines to provision for repayment holidays, temporarily suspend the tracking of non-performing assets, launch new loan products, and generate reports for regulatory compliance.