

# Technology integration services for financial institutions



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## «Deloitte» is a leader in professional services for financial institutions

Deloitte is ranked #1 in global financial services consulting . Due to our wide network of offices in Moscow, St. Petersburg, Yuzhno-Sakhalinsk, Ufa, Baku, Kiev, Minsk, Tbilisi, Almaty, Astana, Atyrau, Aktau, Bishkek, Tashkent, Yerevan, Ashgabat and Dushanbe, we actively work with leading financial institutions in Russia and CIS.

More than 300 professionals of Deloitte CIS financial group provide consulting, audit, tax, accounting, corporate finance and risk management services.

Technology Integration department within Deloitte consulting practice provides IT services in the following areas:

- Optimization and automation of sales process for financial institutions;
- Optimization and automation of the lending processes;
- Data analysis and Implementation of information management services;
- IT project portfolio management and setup of the Program Management Office;
- IT services efficiency improvement and optimization

Our specialists in Technology Integration department have comprehensive and successful experience in CIS markets as well as in Eastern Europe. Among our clients are the following companies: Sberbank, Gazprombank, Alfa-Bank, PromSvyazBank, Raiffeisen Bank, Nota Bank, Globex Bank, Baltic Bank and other financial institutions.

Our main differentiator is focus on client's business needs. We directly interact with the business leaders and provide services aimed at transforming the IT function to better support business strategy.

In our projects we widely use the global Deloitte knowledge base, containing methods and tools that have proven effectiveness in a variety of international and local projects. Our methodology improves the transparency of the IT transformation , significantly reduces time spent on the project and improves quality.



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<sup>1</sup> Kennedy Consulting to the Global Financial Services Industry, 2013

# Our services\*

Domain	Service	Result	Timeframe
Optimization and automation of sales process for financial institutions	Increase up- and cross-sales	Cross-sales process and analytical solution based on leading vendor's tools (SAS, IBM, Oracle, Microsoft). Based on intelligent client data analysis, the solution determines client's needs and calculates the next best product for the each client resulting in revenue growth of up to 20% within 2 years compared to market.	3–6 months*
IT services efficiency improvement and optimization	IT strategy and architecture	Development of the target architecture and IT strategy based on a comprehensive analysis of business processes, infrastructure and IT processes. Identification of the target applications and technology architecture, infrastructure requirements and IT processes. Development of IT projects roadmap.	3-6 months
	IT management	IT function assessment and transformation, including organizational structure, service catalog, services delivery management and IT support, business continuity.	1-2 months
	IT costs optimization	Analysis of IT cost structure, definition, rationale and support in IT costs optimization. Analysis and optimization of IT procurement process as well as IT planning and budgeting processes.	1-2 months
	IT vendor selection	Requirements formalization, RFI/RFP process management, evaluation of proposals, vendor evaluations models.	1–2 months
IT project portfolio management	PMO services for major projects	Assistance to the company in managing complex projects in business transformation. Deloitte consultants take part in the following functions: organization and management of the program management office (PMO), coordination of third-parties, project risk management.	Depends on the scope of the project
Lending processes automation	Optimization and automation of the lending processes	Increased efficiency in the corporate lending process by improving the interactions between bank's units within the process through a unified automated environment for loan applications processing.	2–3 months
Information Management	Analytical and management reporting system	Reporting system, including dashboards, OLAP, ad-hoc reports, etc. Development of a data warehouse system (DWH), including platform selection, solution architecture, data model and DWH. Data integration, including integration architecture development, quality analysis, data cleaning and normalization, development of unified master data and data migration.	3–9 months

\* The composition, timing and results of the listed services are approximate, specified for mid-sized organizations and negotiable. Terms of work directly depend on the size of the financial institution.

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