



# BANKING CENTER OF EXCELLENCE

DALLAS, TEXAS, USA

OAKLAND, CALIFORNIA,  
USA

NOIDA, INDIA

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The Banking Center of Excellence showcases CSC's business expertise and technology prowess in the retail banking industry. The network of global centers provides banking solutions for clients worldwide in core banking, cards, payment systems, customer relationship management, consumer credit information, consumer loan processing and servicing, consumer lending default management, remittance processing and check image archiving. Some of the world's largest financial institutions rely on these function-rich, scalable solutions to support mission-critical processing.

These solutions include Celeriti,™ CSC's enterprise software for banking, cards, payments and lending; Hogan Core Banking Systems; CAMS II Card and Merchant System for card, merchant and debit card management; EarlyResolution, a software as a service consumer lending default management solution; and CheckVision, for check image and archiving and consumer loan servicing in ASP or BPO deployment options.

The Center and IBM have joined forces to deliver world-class solutions that combine CSC's hands-on systems integration proficiency and deep industry knowledge with the Web-based design and open-standards-based technology of IBM. CSC and IBM have teamed together to leverage IBM software and hardware to develop pre-packaged, repeatable enterprise applications and next-generation solutions. CSC's banking software products have been validated by IBM in its four domains within the IBM Banking Industry Framework. CSC's new technology innovations for financial institutions, supported by this validation from IBM, will help ensure our software works in concert with IBM's to deliver the greatest value for our clients.

Organizations can leverage the Center to:

- Achieve dramatic improvements in process efficiency by participating in technology frameworks or business transformation discussions that create innovative options for technology and business users
- Perform a core banking process and best practices analysis that identifies a retail banking best practices architecture (from a business point of view) and a service repository (from a Service-Oriented Architecture perspective)
- Access a new, flexible portfolio of SOA Web service components designed to ease integration for a bank's delivery channels initiatives as well as reduce costs and time-to-value with lower implementation costs and timeframes
- Offer new platform alternatives for cards and payments that are pre-developed and delivered as SOA Web services to support card issuing processing functions.

CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each center has a designated facility and staff who demonstrate and deliver solutions and evaluate products, methodologies and concepts.



## RESOURCES

The Center is staffed by over 375 banking and cards industry and application experts, project managers, solution programmers and solution architects from a global resource pool. The global reach of this pool encompasses North America (Dallas, Texas and Oakland, Calif.), India (Noida, Chennai, Hyderabad, Mumbai, Pune and Indore) and Vietnam (Ho Chi Minh City).

These experts provide a range of capabilities customized for banking and cards such as: business and system assessments, business process engineering, systems design, solution implementation, systems integration, technical architecture services, application maintenance and development (AMD), performance testing, training and customer support.

The Center operates on IBM hardware and uses the full range of IBM WebSphere Rational, Lotus and Information Management software and zOS, zLinux, AIX and Windows environments. The Center's technology resources have been certified on TotalStorage, eServer, Ready for Tivoli, and ClusterProven system designations and also carry the specific Project Management, Six Sigma, and Software Engineering Institute (SEI) Capability Maturity Model (CMM) certifications and designations that are appropriate for their regional center.

- Evaluate and pilot the configuration of new banking and card products, methodologies and concepts using CSC's banking systems.
- Understand Web 2.0 technologies that will provide a richer end customer experience through dynamic content and enabling personalization.
- Utilize SOA to disaggregate core processes and utilize third party services in alternate delivery models such as software-as-a-service.
- Participate in a Progressive Modernization Roadmap Workshop to determine the stages for an incremental core systems modernization plan that will avoid the "rip and replace" system option.
- Attain total immersion and solid system knowledge transfer by attending the system training that is presented at the center, at a client's facility, or via a webinar classroom setting.
- Perform Accelerated Upgrade Programs (AUP) to expedite the analysis of a client's current system functions with system functions in the latest Hogan System releases.

### **CASE EXAMPLE: CSC CELERITI POWERS FIRST TENNESSEE BANKING PLATFORM OF THE FUTURE**

A CSC software licensee since 1994, First Tennessee will implement Celeriti components, including a Web portal and SOA business processes and Web services, built on IFX industry standards. As part of its progressive modernization, First Tennessee will also complete an accelerated upgrade of its Hogan Core Banking Systems at a lower cost and less risk than a "rip-and-replace" approach.

"We are upgrading our technology to improve the way our employees are able to serve our customers and to give our customers more choices for how they interact with us. We were looking for a solution to exploit modern technology and support our growth objectives," said Bruce Livesay, CIO, First Horizon National Corp., parent company of First Tennessee. "CSC's development of an investment in Celeriti will help us create a richer, differentiated and consistent customer experience while at the same time reducing costs."

"A customized, low-risk path will guide the transformation of First Tennessee's enterprise banking platform for the future," said John Dickson, president of CSC's Banking and Credit Services Division. "The Celeriti suite is designed for both existing CSC clients and other institutions to create consistency across all delivery channels; speed product introductions and regulatory changes; and gain better insights into their customer actions for improved decision-making."

"Core banking renewal is a hot topic these days as banks work to ensure consistency across channels," according to Livesay. First Tennessee will also upgrade its Hogan Core Banking Systems. "Celeriti is a natural evolution and next step forward to improve our existing core banking capability," Livesay adds, "It will help us leverage the full potential of Hogan to support all channels via shared services."

CSC's Banking Center of Excellence is also providing First Tennessee with professional services. The Banking Center of Excellence has provided business domain expertise and program management, and Web development services for First Tennessee's Celeriti Implementation.