



BANKING, FINANCIAL SERVICES, & INSURANCE

Commerce Bank – Devops

Client Overview:

- A Kansas City, Missouri-based U.S. bank holding company with branches of in Colorado, Kansas, Missouri, Illinois, and Oklahoma

Challenges / Key Objectives:

- The Client wanted high level architecture documentation, catalogue environments. OTSI has to identify and define applicable puppet modules, define inventory of required manifest. Identify and define additional software tools. Request puppet “Jumpstart” implementation

Solution / Project Engagement:

- OTSI had identified the required handshake models such as –Jenkins, Artifactory, Git, vSphere, Openshift & Puppet
- OTSI had created the end-to-end Architecture Plan, that defines the objective of this engagement
- OTSI defined the required functions , roles & access control that are critical to a successful implementation of Puppet
- OTSI created Baseline manifests for domain builds Puppet execution
- OTSI enabled “Jumpstart” service

Technical Environment:

- DevOps, Puppet Enterprise Edition

Benefits / Value to Customer:

- Fully Automated infrastructure configuration
- Effective code management
- Role based authentications
- Orchestration
- Enterprise Support
- Reduction in man days and annual cost

Commerce Bank – SharePoint Migration

Client Overview:

- A Kansas City, Missouri-based U.S. bank holding company with branches in Colorado, Kansas, Missouri, Illinois, and Oklahoma

Challenges / Key Objectives:

- The client wants to migrate their current SharePoint 2010 to a SharePoint 2016/2019 or online including SharePoint Content Types, Workflows, InfoPath Forms, Customizations, Permissions

Solution / Project Engagement:

- OTSI understood the current Environment
- OTSI had identified and documented all InfoPath Forms, Workflows, Customizations, Services and Permissions
- OTSI had performed Migration, Testing and Verification

Technical Environment:

- SharePoint 2016/2019

Benefits / Value to Customer:

- Tracking the information & storing at one location (in cloud)
- Data privacy & Security of identifiable information
- To maintain privacy of the data, data exchange between server and client taken place
- A comprehensive cost effective service to the Client in terms of pricing, quality and timely delivery to meet the expectations and satisfaction of the stakeholders

Commercial Banking – QA & Automation

Client Overview:

- A leader in commercial financing in the USA had different types of applications for managing their business including one major application which provides the total client quotation work flow. The client had different types of applications running on web, mobile and desktop. OTSI provided an automation solution (AutoEazy) for optimizing the testing cycles of applications. AutoEazy supported the automation across platforms. AutoEazy also supported the Integration scenarios from web to mobile, mobile to web, etc

Challenges / Key Objectives:

- Provided single automation platform for : web, mobile and desktop including automation of 2000+ test cases and legacy desktop applications (VB6). Implemented codeless scripting and test data change / script execution by any tester with less technical effort. Deliverable to client included a system of dashboards that shows the scripts execution report to the senior management and markedly reduced testing life cycle time

Solution / Project Engagement:

- OTSI used AutoEazy for automation of Web and Mobile applications
- CodeUI framework for automation of the Desktop Based application(VB6 legacy system)
- OCR implementation for VB6 legacy label verification
- Email component which will send email on completion
- 150+reusable library for automating the feature test cases.
- Executive Reporting tool for identification of the root cause of the test failures with screen shot

Technical Environment:

- Java, JavaScript, Selenium, Appium, CodedUI, C#, .NET, VBScript, Android, iOS

Benefits / Value to Customer:

- 88% faster time to Market
- 87% of manual cases converted to automation
- Codeless Scripting, Cross browser and Platform testing
- Integration with Browser Stack

Insurance – Implementation of SAP HCM

Client Overview:

- Re-Insurance provider solving the risk management and financing needs of corporations around the globe

Challenges / Key Objectives:

- The client requested assistance with planning, fit analysis, configuration, testing, rollout, and post-implementation support

Solution / Project Engagement:

- OTSI consultants were involved in the complete lifecycle implementation of the SAP HCM along with the implementation of the Payroll (PA) and Organization Management (OM) modules. The following tasks were carried out during the entire implementation:
- OTSI consultants were responsible in creating the SAP interface and batch program, SAP workflow and conversion activities
- Maintained synchronization of information SAP HCM and systems such as PeopleSoft, UltiPro, and Rebus.
- Configuration of WBS, dynamic actions, enterprise and personnel structures, organizational units, jobs, positions, cost centers
- Provided documentation & project support throughout engagement

Technical Environment:

- SAP HCM, PA & OM Modules

Benefits / Value to Customer:

- Tracking the information & storing at one location (in cloud)
- Data privacy & security of identifiable information
- To maintain of the data, data exchange between server and client taken place
- A comprehensive cost effective service to the client in terms of pricing, quality and timely delivery to meet the expectations and satisfaction of the stakeholders

Tax Advisory - Conceptual Data Model

Client Overview:

- Company offers tax filing, audit, and e-filing services globally

Challenges / Key Objectives:

- This project is aimed for development and documentation of the Enterprise Conceptual Model. Partnered with client architecture team to analyze the different domains of the business, understand the functionality, develop different high-level subject areas such as Tax, Financial products, location, party and identify high level entities and the relationship among them under those subject areas

Solution / Project Engagement:

- OTSI was involved in developing the development of the Enterprise Conceptual model at high level using Erwin
- OTSI reviewed the Enterprise Conceptual Model with client architects
- Developed supporting documentation in MS Word with additional details for the items captured in the model

Technical Environment:

- Data Modeler

Benefits / Value to Customer:

- Optimum performance of the application causing the planned ROI
- Documented client Conceptual Data Model

Insurance - Application Modernization

Client Overview:

- With changing market dynamics, insurance client wanted to be recognized more as a digital insurance than a traditional insurance player. Client was looking to improve speed, agility, consistency and quality of their communication channels from buyer enquiry to post-insurance servicing under their broader strategy of digitizing operations to bring down operating costs

Challenges / Key Objectives:

- Client has an existing web application for end user interaction but the application response was slow as it was based on older technology (aspx web pages). Also, uapplication wasn't user-friendly as many options were hidden behind other options. The company wished to add a chatbot application that will be revenue-driven engagement platform.
- Automate call center process enhancing work efficiency
- Faster response to customer queries
- Improve experience to increase business opportunities to online sales channel and agents

Solution / Project Engagement:

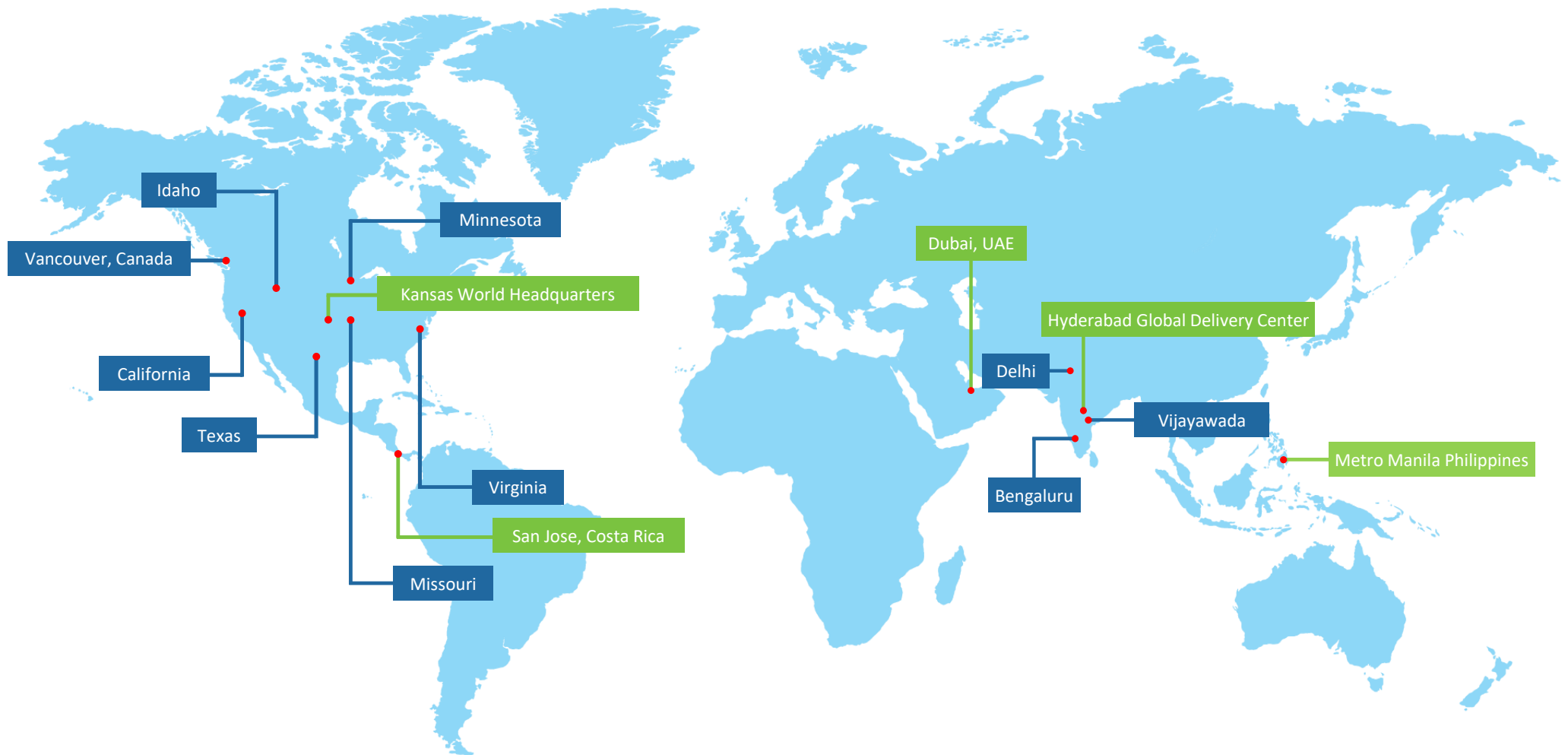
- With ABYBuddy chatbot, client solved the following issues:
- Reduced page loading time drastically using SPA (Single Page Application) concept for front-end development of the chatbot
- Resolved query option accessibility issue by providing user query options directly on the chatbot application
- Provision of scheduler in the application helped them to collect conversation log information that is being analyzed for prospective lead for upselling or cross-selling opportunity for their agent. Before the process change, a lead reference check was made manually on regular basis if any enquiry had been made from website or mail

Technical Environment:

- Angular JS | ASP.NET MVC 4.6.0 | Oracle 12c | Python

Benefits / Value to Customer:

- Client achieved seamless and dynamic conversations with their customers and is delivering great self-services experience to them. The company also transformed call center agents work efficiency.
- Customer query resolution time got reduced, and new product availability is also made easy for them
- With automation of manual tasks of call-center agents increased their number of customer handling and enhanced their work efficiency
- Enabled with upselling and cross-selling prospecting helped client to achieve more revenue opportunities with their existing customers

**World Headquarters:**

Object Technology Solutions,
Inc. 6363 College Blvd., Suite
230 Overland Park, KS 66211
Tel: 913-345-9080 Ext: 360
www.otsi-usa.com

Near Shore Center:

Centro Comercial Terrazas
Lindora, Piso 3, Oficina 202,
San José, Santa Ana, Pozos.
Tel: (506) 6059-3480
Email: infocr@otsi-usa.com

Global Delivery Center:

Phoenix SEZ, Hitech City - 2,
Hyderabad - 500081,
Telangana, India
Tel: +91-40-44251111

Dubai:

Publishing Pavilion, IMPZ,
Dubai - 500440,
United Arab Emirates.
Tel: (971) 4-3637390
Email: info@otsi-usa.com

Philippines:

25A Ausmolo Compd
Ilaya St, Buting Pasig City,
Metro Manila, NCR,
Philippines.