

## Case Study – Development of IT Strategy for Multi-national Corp. Client Bank

### Context

- Our Tier 1 banking client was aware that the global banking business had under invested in technology for a number of years.
- We were invited to develop an IT Strategy for the business to underpin an investment case that enabled a more strategic approach to be adopted.

### Issue

- The technology stack was suboptimal comprising many manual processes, a lack of standardisation, poor data architecture and an environment that was difficult to change.
- Investment levels were low year on year and a step change could not be made without a clear strategy and an understanding of cost.

### Approach

- Our consultants orchestrated a number of workshops with senior business stakeholders, process owners, data owners and technology to develop a clear view of the business strategy, the shortfalls of the current environment and the existing portfolio of planned activities. We then developed a suite of options defining strategic opportunities and approaches to best meet the business strategy.
- A review process was conducted to assess the suitability, viability and affordability of the various options. The results were presented to the overall Steer Co and ratified as the agreed approach to developing a strategic architecture.
- The new IT Strategy and associated multi-year budget then formed the basis of business budget planning as part of the overall annual budget review for the bank.

### Results

- The global banking business unit had a clear view on technology strategy, multi-year programme costs, opportunities and approach, underpinning a multi-year technology and process transformation programme and investment.
- Foundations were put in place for the adoption of a more strategic approach on data management, process optimisation, sharing of platforms with aligned business units, migration to cloud and leveraging of AI/ML technologies to provide improved business insights in the future.