



Streamlining Banking Channels for VIP Corporate Clients.

One of the largest banks in Holland took the decision at Board level to reduce their strategic electronic banking channels from 34 to 7 in order to reduce costs and provide an improved customer service. An investment budget in excess of 5 million euro was allocated to achieve the migration of the VIP clients using the payments product. As part of this programme, it was necessary to upgrade the banks systems, IT infrastructure, and processes to accommodate significantly increased volumes generated by clients formerly on the old legacy systems and by new clients. This strategic programme of work was mission critical to this bank, especially as their anticipated growth could not be handled by the old legacy systems. The bank turned to B2 for specialist consultancy and practical, detailed hands-on guidance for the high profile electronic banking channel migration to the bank's new Host-to-Host and Internet channels, with B2's assignment involving on-site and remote support from a team comprising 10 resources on average over a period of 18 months.