



Customer Case Study

Mauritius Commercial Bank

Core Banking transformation

Founded in 2012, GIEOM is the world leader in Enterprise Productivity software products. GIEOM creates software that enables process-driven organizations to increase their operational efficiency, accelerate digital change management, and optimize compliance adherence. We achieve this by producing tools that enable our customers to reduce the risks, inefficiencies, and delays associated with human-driven processes.

GIEOM is an ISO 9001:2015 certified company and enjoys the confidence of over 50 Financial Institutions in more than 40 countries.

Training Costs

REDUCED
By

60%

Help-desk
Support Calls

REDUCED
By

70%

Training Cycle
Time

REDUCED
By

50%

Mauritius Commercial Bank

Mauritius Commercial Bank, founded in 1838, is the oldest and largest banking institution of Mauritius. It is also the oldest banking institution south of the Sahara and one of the oldest banks of the Commonwealth to have preserved its original name. MCB has a local network of 40 modern branches and 150 ATMs.

MCB has achieved several market firsts throughout its history: ATMs, mobile points of sale, junior savings accounts, SWIFT, TCR machines, phone, Internet Banking and mobile Internet Banking among others.

With a growing presence over the African continent and in the Indian Ocean Islands, the MCB Group is constantly re-inventing itself to tap into the new and exciting opportunities that globalisation is offering.



“GIEOM has been launched and the fact that we are extending it to revenue generating units and have proved a correlation between product knowledge and the sale trend, is really paying out every cent of investment we've made in GIEOM.”

Project Director, Core Banking Implementation

► Business Problem

Core IT transformation project hit rough weather, with end user adoption emerging as a key challenge. The change impact across the organisation was significant and deep. Staff were used to a highly customised legacy platform and reluctant towards change. The leadership team needed a tool that could get help get the buy-in of 2600 + staff, and also get them excited, trained and ready to embrace change in a short time.

► The Solution

GIEOM was selected as it offered a holistic solution to meet the Bank's requirements. All the key business processes were defined in a easy to understand format in GIEOM. This enabled the business users to clearly visualise the new work paths and operating procedures. Interactive simulations of IT system operations were created and published in GIEOM. Users could conveniently learn and practice the IT operations applicable for their specific roles. Tests based on IT simulations and assessments enabled the Bank to accurately track training effectiveness and operational readiness. Information provided by GIEOM also enabled design of execution of focused & timely interventions for additional user support and training.

► The Result

The leadership team was able to quickly win the confidence of the Bank staff. Smooth cut over to new core system was achieved on schedule. Change was efficiently managed with help-desk support calls reduced by 70%. Training cycle time reduced by over 50%. Training cost savings of about 60% were achieved. GIEOM has since become the preferred tool at the Bank for new product launches, compliance assurance, new staff on-boarding and change management. The Bank's team fully manages the GIEOM work information repository without needing any external support for content creation, deployment and maintenance.