GIEOM CUSTOMER CASE STUDY

SOUTH INDIAN BANK

LEARNING MANAGEMENT AND SOP DIGITIZATION

South Indian Bank Limited (SIB) is a major private sector bank headquartered in Kerala, India. South Indian Bank has 857 branches, 4 service branches, 54 ext. counters and 20 Regional Offices spread across more than 27 states and 3 union territories in India. It has set up 1334 ATMs and 42 Bulk Note Acceptor/Cash Deposit Machines all over India. Earlier in 2019, South Indian Bank bagged an award at the Banking Technology 2019 awards instituted by the Indian Banks' Association. The Bank emerged winner in the 'Most Customer Centric Bank Using Technology' category.

CHALLENGES FACED BY THE BANK

SIB had embarked upon a massive technology upgradation in 2001 by adopting a Core Banking Solution. The initial steps went as planned but as the Go-Live date of the project approached, the bank was faced with end user adoption emerging as a key challenge.

They also wanted all their Standard Operating Processes (SOPs) to be at one place in a digitized format which can act as a single source of truth for all the parties involved in the transformation project.

For SIB, being in the BFSI industry was tough as the regulations and policies kept on changing and they needed a tool to continuously send these change notifications to the impacted employees. The leadership team needed a tool that could help get the buy-in of around 9000 staff, and 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 all the above challenges faced by the bank. All the key business processes were centrally defined in an easy to understand graphical format in GIEOM.

This enabled the business users to clearly visualise the new work paths and operating procedures. Interactive simulations of core banking system 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 MCQs enabled the Bank to accurately track operational readiness of the employees and to onboard new staffs. Employees were able to get contextual support based on their location within the application to ensure high accuracy of help and support information.

RESULT & KEY METRICS

SOP Standardization
Achieved 100%

Number of employees using GIEOM
9365

Training Costs
Reduced by 60%

Operational errors and Rework
Reduced by 40%

Departments Digitized
All

GIEOM Team onsite

1 Project Manager
1 Business Analyst
1 Technical Analyst

GIEOM Team offshore

3 Business Analysts
2 IT Screen Simulation Consultants

Elements

431 process maps
385 IT Screen simulations
1692 documents
571 MCQ tests

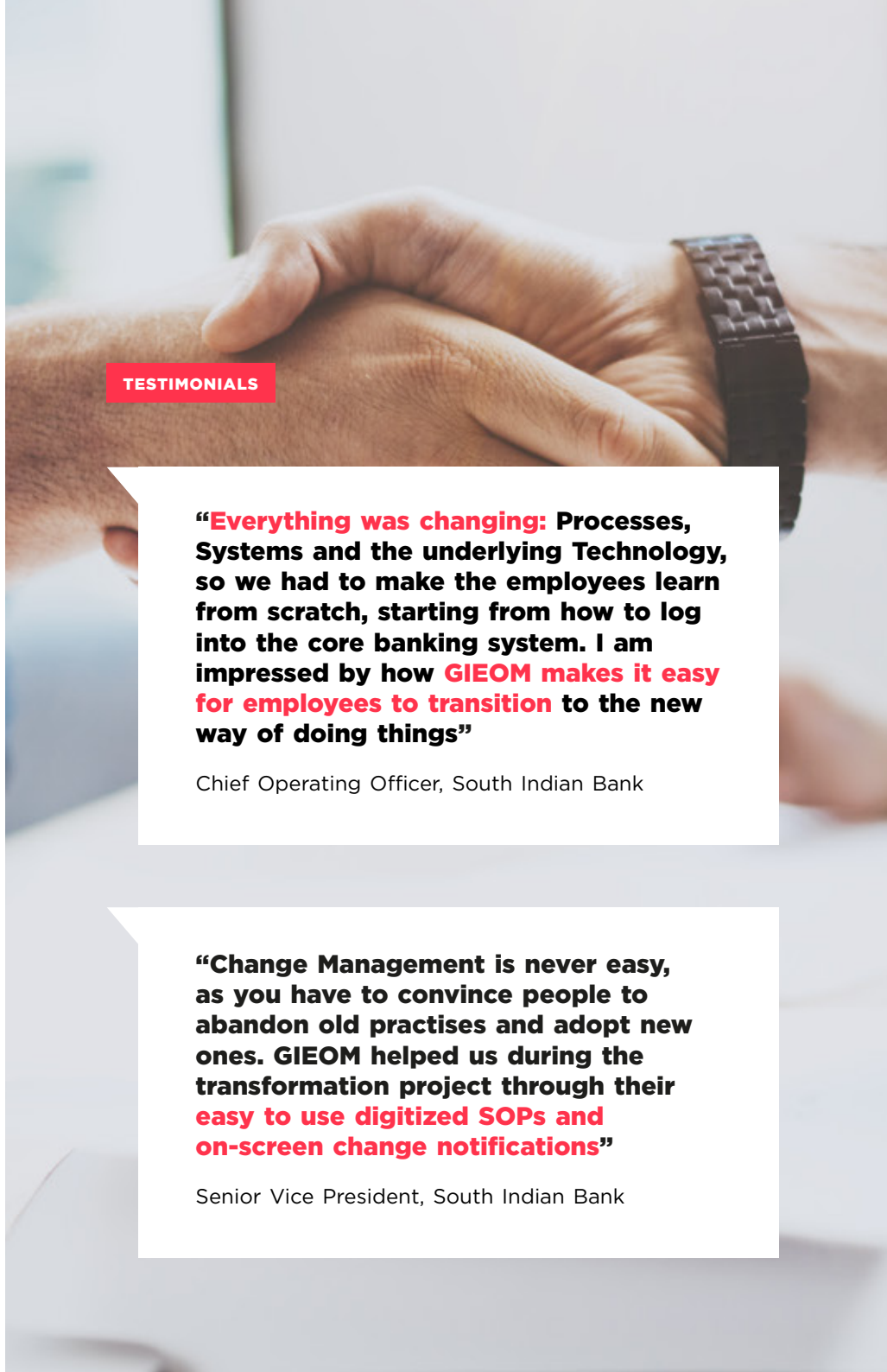
Duration

5 Months, went live in 2014. SIB recently upgraded to GIEOM 5.0 in 2018

ABOUT GIEOM

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 60 Financial Institutions in more than 40 countries



TESTIMONIALS

"Everything was changing: Processes, Systems and the underlying Technology, so we had to make the employees learn from scratch, starting from how to log into the core banking system. I am impressed by how GIEOM makes it easy for employees to transition to the new way of doing things"

Chief Operating Officer, South Indian Bank

"Change Management is never easy, as you have to convince people to abandon old practises and adopt new ones. GIEOM helped us during the transformation project through their easy to use digitized SOPs and on-screen change notifications"

Senior Vice President, South Indian Bank