GIEOM

software that drives
enterprise productivity

IDFC BANK

CUSTOMER CASE STUDY

IDFC BANK

SOP DIGITIZATION & COMPLIANCE

GIEOM is an award winning software product company providing solutions to banks for Change Management, Regulatory Compliance and Knowledge Management.

GIEOM is trusted by 50 banks across Africa, Middle East, Europe, USA and India.

Time to Regulatory Change Updates	Staff Compliance Awareness Scores	High & Medium Criticality Deviations	SOP Standardization	Operational Errors and Rework
REDUCED	ACHIEVED	REDUCED	ACHIEVED	REDUCED
70%	90%	40%	100%	40%

IDFC Bank Ltd. (Infrastructure Development Finance Company) is an Indian Bank with headquarters in Mumbai that forms part of IDFC, an integrated infrastructure finance company.

The bank serves corporate and private customers in India including the infrastructure sector that IDFC specialized in from its founding in 1997.

The bank also provides services to people in rural areas and to the self-employed.The bank IDFC Bank is the first in India to launch aadhaar-linked cashless merchant solution.

IDFC BANK

IDFC Bank selected GIEOM to standardize their SOP's and to ensure Regulatory Compliance and their Internal Policies are strictly adhered to.

The bank had strict deadlines and the project was executed in two phases.

GIEOM software that drives enterprise productivity

PHASE 1

This phase enabled the bank to go live with their Bharat banking initiative. The bank wanted to provide services to villages and towns in remote areas. The staff delivered credit and savings products and services to households in the villages. Officers used tabs with software systems customised for the rural and semi urban customer segments.

This was last mile delivery of banking services, and "doorstep banking" in its truest sense. It ensured better accessibility of services to its customers, that covers numerous villages and small towns which have so far remained untouched or under-served by quality formal banking.

KEY METRICS

NUMBER OF EMPLOYEES USING GIEOM
1656

DEPARTMENTS DIGITIZED
Rural Banking and Wholesale Banking

STAKEHOLDERS

Chief Operating Officer (COO), to ensure the entire Bharat Banking department had immediate access to SOP's.
Head of Risk, to ensure that operational risk is managed and mitigated with the rapid rollout of the SOP's.
Head of HR, to ensure learning and development is standardised and key learning metrics are met.

GIEOM TEAM Onsite - 1 Project Manager, 1 Business Analyst, 1 Technical Analyst, Offshore - 3 Business Analysts, 2 IT screen simulation consultants

ELEMENTS 672 Process Maps, 48 Policies, 310 IT Screen Simulations

DURATION 16 weeks, went live in January 2015

"Our bank is growing rapidly by entering new segments every few months. GIEOM has been instrumental in ensuring that compliance is embedded in our expansions reducing our risks significantly."

HEAD OF RISK

"The timelines to implement GIEOM were very aggressive. The approval process on the applications ensured quick turnaround of the SOP review's. Now we have a centrally digitised SOP in GIEOM that all our employee's are happy to use."

CHIEF OPERATING OFFICER

PHASE 2

The bank used GIEOM's operational excellence applications for a period of 16 months post go-live of Phase 1. Following the immense benefits the applications provided, the bank wanted a bank wide rollout of the GIEOM applications to provide Process, Policy and Training requirements.

The bank decided to move away from a very popular collaborative platform provided by a software giant to make GIEOM the central repository for SOP's.

KEY METRICS

NUMBER OF EMPLOYEES USING GIEOM
5148

DEPARTMENTS DIGITIZED
Compliance, Finance, Enterprise Security, Legal, HR Technology, Asset Operations, Retail Liabilities, Procurement

STAKEHOLDERS

Chief Operating Officer (COO), to ensure bank wide adoption of Processes and Policies
Head of Risk, to ensure that operational risk is managed and mitigated with the rapid rollout of the SOP's.
Head of HR, to ensure learning and development is standardised and key learning metrics are met.

GIEOM TEAM Onsite - 1 Project Manager, 1 Business Analyst, 1 Technical Analyst, Offshore - 5 Business Analysts, 2 IT screen simulation consultants

ELEMENTS 1651 Process Maps, 76 Policies, 226 IT Screen Simulations

DURATION 22 weeks, went live in December 2017

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