

# Applicants Investigation System Case Study

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## CUSTOMER

Leader in the Euro zone, the Client is a powerful and financially outstanding group. Resulting from a successful fusion, with a solid anchoring in Europe, the group is now a leader in Asia and in the United States. Present in more than 80 countries, the group employs over 80.000 collaborators. Besides Financing, Investment and Detail banking services, the offer includes a complete range of products and services in the real sector and lays out teams of management of its participations.

## CHALLENGE

The client was looking for a solution to increase the efficiency of its department of Risk and Industrial Studies in the investigation activity preceding the qualification of credit applicants. The solution needed had to offer a time saving, accurate and secure alternative to the long, thorough research process performed by the bank's employees for every credit applicant.

## SOLUTION

The client chose TechTeam Akela because of its previous experience in developing software solutions for the banking industry and its proven technical expertise, as well as for the Mature Process Management Models used, compliant with the latest ISO and CMMi specifications.

The Solution System, designed as a web application, provides for inputting the activity sheets, costs associated with studying the solvability of any client and generates final reports resulting from investigations.

The integrated administration of users brings a high level of security, as the access rights are being controlled down to functionality level. The cost sheets once input, there are multiple possibilities for reporting, both by user or class of expenses.

The activity sheet engine is designed so that the user can introduce the number of workdays, rather than specific activities performed each day, with the system matching the workdays to the calendar, and thus greatly simplifying the reporting activity of the bank's employees.

### Client

Major financial group, leader in the Euro zone

### Sector

Financial Services - Banking

- Corporate and Investment banking
- Retail banking
- Asset Management and Services
- Insurance, Securities Services

### TechTeam Akela Solution

Development of web-based Applicants Investigation System to support the financial activity

### Technologies

Windows Technologies

IBM Technologies

Sun Technologies

## RESULTS

The large number of reports generated by TechTeam Akela's solution proved to be of help in increasing the efficiency of its activity: expense reports, activity reports, flowcharts containing activities in course, terminated or abandoned.

**Biggest ROI:** By using TechTeam Akela's solution, our client greatly achieved important reductions in and tight control over client investigation-related costs.

The integrated Software Solution provided by TechTeam Akela has delivered measurable benefits:

- **Improved and controlable investigation costs**
- **Significantly reduced report management time**
- **Improved portfolio risk analysis**
- **Reduced decision turnaround time**

## About TechTeam Akela

Backed by an 9-year proven track record, TechTeam Akela is a premier provider of application development & maintenance services to a large client base in Western Europe and the USA. TechTeam Akela brings together top technical talent, positive thinking, strong resources and a professional, CMMi-based approach to software development, for a high added-value to our clients' businesses.

Part of TechTeam Global, Inc (NASDAQ:TEAM), TechTeam Akela enjoys a true global presence, with 19 centers of innovation and delivery spread across the USA and Europe.

### Client Site

France

### Development Team

TechTeam Akela Specialists

### Benefits

- Improved and controlable investigation costs
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### TechTeam Figures

Founded: 1979

Headquarters: Southfield, Michigan

Software development HQ: Bucharest, Romania

Revenues: \$ 167 Million

Team size: 2,600

Number of Projects implemented: 500+

Top-line growth of software business for past 3 years: 85%