Managing a bank's digital evolution: How we mastered integration complexity in SEE's largest digital transformation

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Introduction

- For the last four years, Mainstream designed, built and operated over 140 app environments for 25 banking applications to ensure **top-notch performance, availability, and security** of the **core banking system** for one of our biggest clients.

Digital Transformation In The World Of Banking

- Banks and financial institutions are rushing to keep up with users' expectations of getting a 360 digital experience.

- Digital transformation in banking requires a strategy that covers everything from customer engagement to back-end operations.

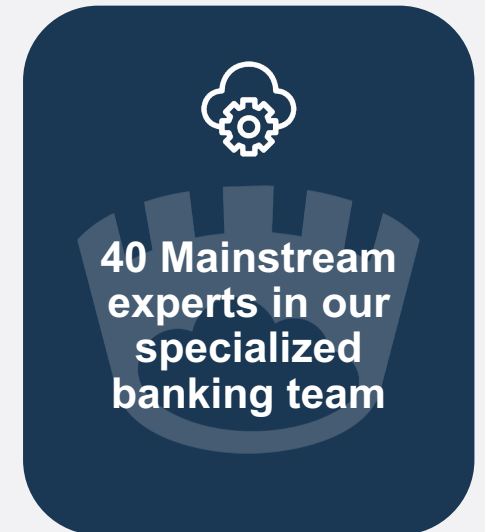- Compliance challenges in the digital era
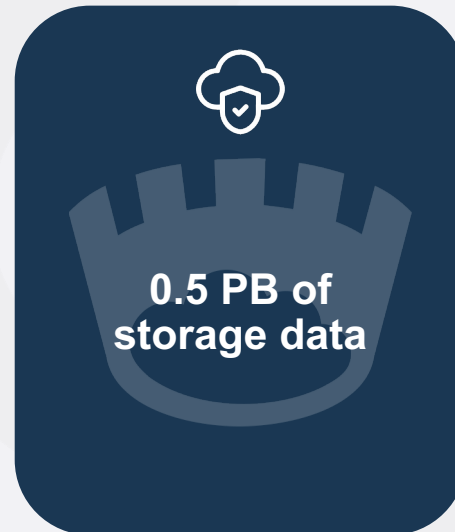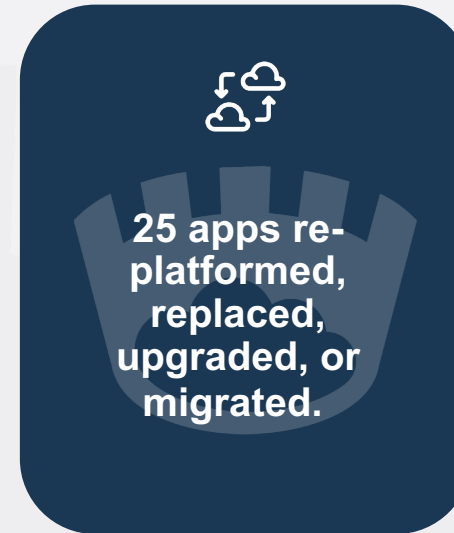
About The Project

- The Bank's modernization journey was a pivotal step in the digital evolution.

- Updates to core banking software and digital channels.

- Updates to over 20 third-party applications:
  - Enhancing the entire banking ecosystem.

- The need for a new IT infrastructure:
  - Supporting innovation and growth.

- End-to-end support and 24x7 operations to ensure a seamless and uninterrupted service.

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About The Client

- An Austrian bank with an impressive 18-year presence in the Serbian market.

- A network of 87 branch offices across 50 towns.

- Standout features of the Bank:
  - A testament to international and local experience.
  - A commitment to delivering a top-of-the-line user experience.

- Commited to digital development and understanding its importance.

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Evolution In Numbers

- **If you are more into numbers, here's what the project looked like:**

Over 140 application environments for 25 applications designed, built, and operated.

25 apps re-platformed, replaced, upgraded, or migrated.

500+ virtual machines

0.5 PB of storage data

Less than 4 months to create DR environments

40 Mainstream experts in our specialized banking team

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How It All Began
SEE's largest digital transformation requirements

- The strategic replacement of the existing banking application with a world-renowned Temenos T24

- T24 is an enterprise-class solution that requires high availability from the front-end to the database.

- Navigating complex integrations:
  - Enterprise service bus solutions, managed file transfer, and more.
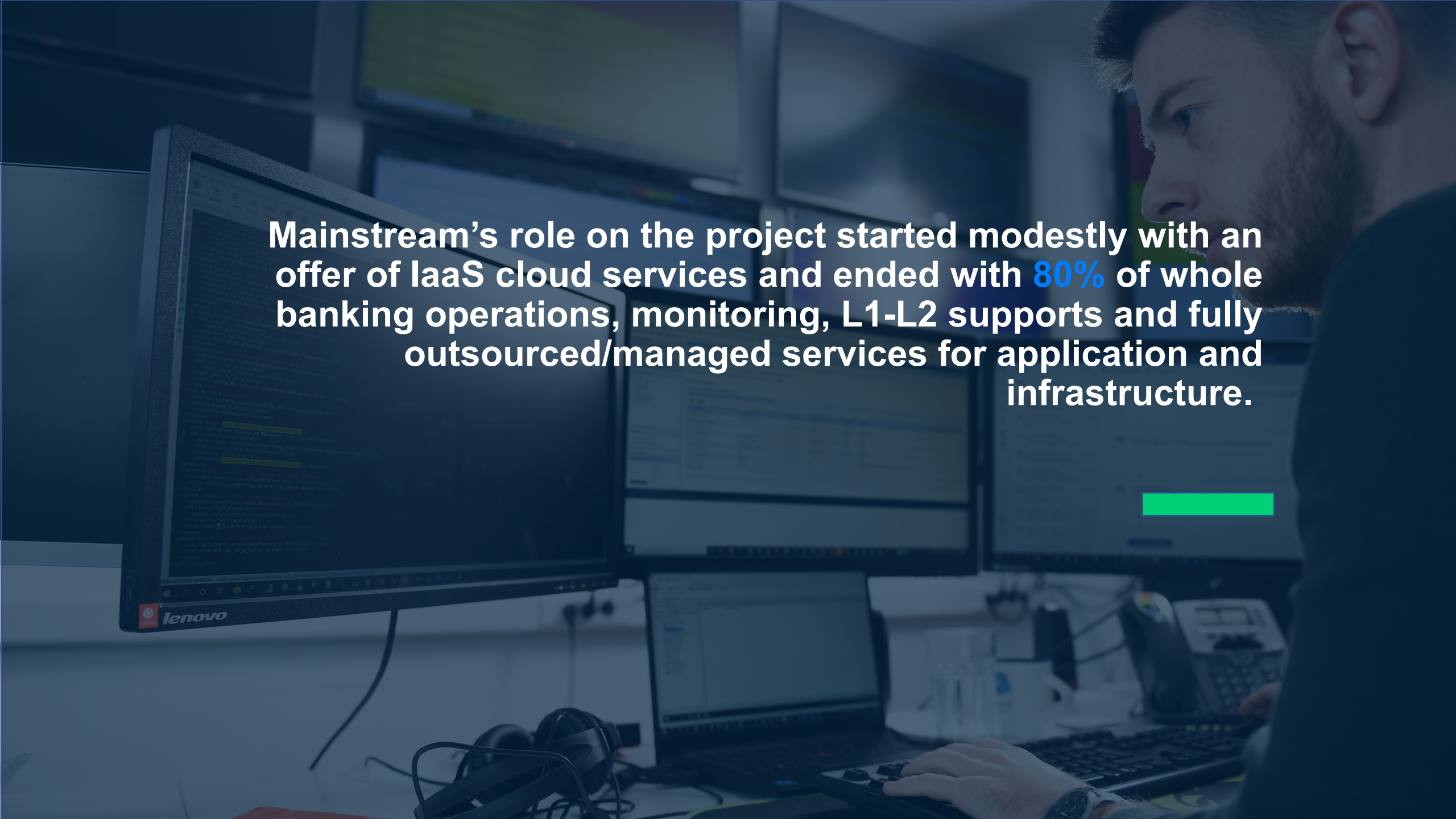
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Setting Up the Infrastructure

Our team offered complete support for setting up and configuring IT infrastructure, tailored to the requirements of each individual application.

- The meticulous setup of network equipment to ensure stability and security.

- A focus on architecting for business continuity, compliance, and redundancy.

- Leveraging automation with Ansible for rapid delivery - meeting complex requirements within days.

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Mainstream's role on the project started modestly with an offer of IaaS cloud services and ended with **80%** of whole banking operations, monitoring, L1-L2 supports and fully outsourced/managed services for application and infrastructure.
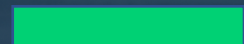
Designated Environment For All Apps

Bank's IT ecosystem includes 25 apps of various designs and sizing.

- 7 designated environments for every app:
  - Production
  - Disaster recovery
  - Pre-production
  - User acceptance testing (UAT)
  - System integration testing (SIT)
  - Development
  - Training

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Testing, Testing, 7 Times Testing – If You Failed To Plan And Test, Then You Plan To Fail

- Rigorous preparations for the system's launch:
  - Seven dress rehearsal preparations.

- Extensive participation of over 700 experts simulating system migration and first working day.

- Post-launch hypercare support for two months to ensure a smooth transition and addre critical issues.

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What it takes to make the system work

Multidisciplinary expertise as a roadmap to seamless operations

Infrastructure

Application Support

Banking Operations
Center (BOC)

Service Management
Office

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Evolution afterlife

- **Setting up secure infrastructure was just the beginning**

We have ongoing collaboration and additional services.

- **Mainstream's responsibilities extended to:**
Managing 80% of daily bank operations, monitoring, L1 support, and more.

- **The Bank entrusted us with**

24/7 operational support, ITSM processes, and performance management.

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David Bevc

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Member of UNITED GROUP

Thank you

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