

SUCCESS STORY

The Muslim Co-operative Bank Limited chooses TrustBankCBS Core Banking Software for the Bank. TrustBankCBS Implementation Success story with highlights of Implementation of Digital Banking Interfaces, RTGS/NEFT, GST Compliance, HRM & Payroll modules at Muslim Bank.



TRUSTBANKCBS CORE BANKING SOFTWARE

About Customer

The Muslim Co-operative Bank Limited, Pune [MBANK] With 2 Lac depositors and total of 26 branches Bank provides loan facility to middle class for the purchase of automobiles, small traders, Housing/shop loan, consumer durables, educational institutes, corporate loans etc.

Then IT Scenario

MBank had implemented then core banking software, some five years back. Then CBS implementation was done with incorrect and incomplete data migration. Then CBS software had faulty Data Structure and Data modelling. These improper Data Structure along with incorrect data migration had caused fragmented Data and resulted into several problems in Banking operations management reporting AND lapses in Statutory Compliance Reporting.

Project Objectives:

With failure of then CBS provider in proving support for Master Data Management in CBS system, MBank decided to change its CBS System. TrustBankCBS was selected after several rounds of demonstrations and discussions to judge the product suitability and scalability to match MBank's Business Growth Plans. TSSIPL's services commitment in Master Data Management was accepted by MBank and Bank decided to replace its existing CBS System with TrustBankCBS Core Banking Software.

Other Solutions Implemented in TrustBankCBS Project

MBank implemented TrustBankCBS Solution suite replacing all the third-party solutions implemented, thus bringing entire Bank onto a Single, Unified Platform and Complete Applications and Interfaces Stack with a Single Technology Partner (i.e. TrustBankCBS) for better co-ordination and support.

- Know Your Customer, c-KYC
- Retail Banking, Loan Management, Deposit Management, Financial Accounting
- Credit Bureau Integration
- ATM, POS, E-com, Mobile Wallet
- Clearing (Cheque Truncation System, Mandates Clearing System(ECS))
- Mobile Banking App, IMPS Integration
- Statutory Compliance Periodic Reports, OSS, ALM, Audit Reports
- Agency Banking
- GST Compliance
- HRM & Payroll
- Business Intelligence

In addition to above Banking Services Solutions, the Master Data Management tools of 'Integrity Checker', 'Data Migration Checklist' were deployed to ensure that correct data is migrated. All the missing data and discrepancies in the data were identified by MDM tool and was corrected by MBank.

Project Highlights

MBank expressed satisfaction on timely implementation decided TrustBankCBS modules. The committed results were delivered. The MBank specifically recommended TrustBankCBS Suite for some of the project highlights viz.:

Open Architecture, API for Third Party Interfaces

MBank In-house team developed Own Android Based Mobile Banking App integrated with IMPS Switch. MBank IT Team expressed desire to develop the interfaces for Self-Service channels which MBank wish to launch for its customers. TrustBankCBS Support Open Architecture and API Based Platform. MBank IT Team developed Interfaces with TrustBankCBS API's and successfully launched Self-service delivery channels of Mobile Banking, Mobile Wallet, MicroATM, QR Code Based Payments.

RTGS / NEFT – National Interbank Transactions Platform

At the time of migration to TrustBankCBS and after Go-live, MBank upgraded its RTGS / NEFT systems multiple times. This was felt necessary by MBank to avail better Sponsor Bank Services, Upgrade to latest developing trends on RTGS / Platform like 'Host-to-Host', 'Straight-Thro-Processing' platform. TSSIPL developed the interfaces in committed timeline and enabled MBank to upgrade its services for Instantaneous inter-bank transfers.

GST Compliance

With launch of "Good & Services Tax (GST)", a completely new Taxation and Returns Compliance process was adopted in India. TSSIPL provided the 'End-to-End' compliance of GST Taxation & Returns with its SoftGST application designed specifically for Banks. TSSIPL also provided its real-time GSP Platform which enabled MBank to upload the GST Returns by "Straight-through-Processing" without any manual intervention.

HRM & Payroll

TrustBankCBS 'HRMS & Payroll' system provided automated solutions to maintain Employee Data Bank, Configurable Allowances & Deduction Heads, Salary Structure, Staff Loans, Staff Loans Repayment Demand, Salary Generation, Leaves Applications & Approval. The Salary Module with correct computations Posts the Net Salary to Staff's Salary accounting. The Salary Generation is Centralized for entire Bank along with auto-posting of System Generated Vouchering for all allowances, deductions, repayments, and Salary expense vouchers.

Services offered by TSSIPL in the Project:

TSSIPL team provided below comprehensive service to fulfil its commitments of Solution/Project Objective and Time Schedule for implementation.

- System Requirements Study & Blue Print Documentation
- Master Data Management, Missing Data Building
- Customization and Parameterization
- Data Migration from Bank's Legacy System
- Providing API; Integration & Testing
- Integration & Testing for RTGS/NEFT, Mobile Banking, Debit Cards, POS, E-commerce Transaction Switches and Platforms.
- User Acceptance Testing
- User Training, Go-live Support
- Post-Go live Technical Support & Help Desk

Customer Feedback

" Our Bank's dream was to provide all our customers freedom of doorstep banking and secured funds transfer. TSSIPL has all capability to cater to any new challenge for its customers."

- Mr. Azim Shaikh, IT Manager

For more details and inquiries:

TrustBankCBS Core Banking Software is a product of Trust Systems & Software, India. We are a CMMi Level 5 Certified and ISO 27000 Certified Company.

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