



Managing the core application through Application Support

Citifinancial's core lending system had undergone a lot of changes since it was developed. It had grown to a very large and complex application. Path support team overcame the challenges to understand these new enhancements within a very short span of time.



Citifinancial - a member of the Citigroup, world's largest financial services provider – is a leader in lending business with operations in various countries across the globe. In India, it has more than 200 branches and the number is still growing. It provides three broad products; Personal Loans, Home Loans, and Loans to finance two wheelers and consumer durables.

Business Challenge

Citifinancial was using a core lending system called I-Loan. Various modules of this application were developed by multiple IT partners. Path, one of the 3 main partners, was involved from the initial design stage and its development teams used to provide the support on the production. Over a period of time, I-Loan had grown to a very large and complex application. Many more modules got added from time to time. At the same time many branches started using this application. Number of support calls started increasing and it was becoming very challenging for the development team to focus on development and support activities side by side. There was a need to provide 24x7 onsite support. The application was also being implemented at multiple countries, with country-specific features and functionalities.

Solution

Path was invited to work out a solution. We formed a separate team to take up the application support responsibility. Separate teams were formed to handle calls related to different areas and to provide support to different countries in different time zones. All application related calls were directed to application support team for resolution within a stipulated timeframe. Support was provided in multiple shifts to ensure the availability of the support persons round the clock and resolve the support calls within the service level agreements. Support processes were streamlined and aligned to meet compliance requirements of Citigroup's policies and audit guidelines. Even today, there are various development teams engaged in application enhancement and developing new modules which are getting released on production. Path support team overcomes the challenges to understand these new enhancements within a very short span of time and start supporting them on a continuous basis across countries like India, Indonesia and Thailand.

Benefits

- 24 x 7 dedicated support services
- Service Level Agreement based delivery model
- Specialized support with personalized services
- Metrics based system for regular and independent quality assessment
- Shared and scalable resource pool
- Scalable delivery model

Customer:

Citifinancial
India
www.citifinancial.co.in

Industry:

Financial Services

Technology Used:

Application Support

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