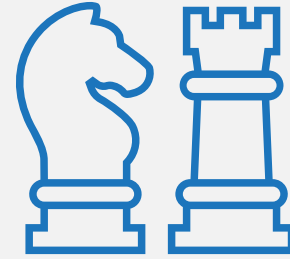


## Digital Payments Delivery Framework & Implementation

Brickendon created a customised delivery framework to enable the upgrade of a global payment's platform for a large US bank, which processes daily payments worth US\$1 trillion notional.

Brickendon's full-suite solution from advisory to implementation included appropriate checkpoints, encouraged full buy-in from leadership and enabled the transformation of the business



Strategy & Advisory

Strategy & Advisory

### Client Challenges:

The client had many challenges implementing a global payment platform to cater the customer across the globe. These included:

- ❖ The business was growing but the outdated platform wasn't meeting clients needs. The delivery framework and architecture required a complete overhaul. Software release cycles were infrequent (quarterly) and the business needed a more rapid deployment structure.
- ❖ The complex ecosystem of 25 applications and 1,000 technologists servicing 16,000 business customers spread across 19 different regions prevented improvements in the delivery of updated technology. Code was overly complex due to lack of clear architecture guidelines and production bugs were common on release cycles.
- ❖ A culture of non performance in IT and acceptance of slow and poor IT deliveries from business prevented changes to, and improvements in, delivery standards
- ❖ The traditional infrastructure did not meet the business requirements of increased technology delivery for the client

AI & Data



### Brickendon Solution:

The client engaged Brickendon helped in research, analyse, create a viable payment solutions for the bank. The work included:

- ❖ Conduct a deep-dive analysis of the existing framework and provide recommendations and changes within the following phases: demand management, initiation, execution and review
- ❖ Carry out interviews with global front-to-back bank stakeholders
- ❖ Perform a deep-dive review of application-specific roadmaps, books of work and team-member specific task management
- ❖ Form strategic focus areas to help create a vision for the senior management team
- ❖ Provide appropriate structure and transparency into the project review delivery framework phase
- ❖ Create a control phase within the delivery framework allowing for measurable KPIs to help determine effectiveness of deliveries. Define roles and responsibilities across product owners and technology teams to ensure commitment across the delivery framework ensuring clearer requirements and scope

Business Consulting

Digital & Technology





# CASE STUDY

## Client Benefits:

- The benefits realised by the bank were significant. These included:
- The culture of the organization was moved to expect more from IT and for IT to deliver more for the business.
  - A secure digital payments delivery framework strategy, including recommendations to improve the existing framework and help drive client benefits and technology innovation
  - An improved review phase with appropriate checkpoints and a control framework allowing performance to be measured more effectively
  - Implementation of strategic pillars with consistent taxonomy to transform the management team and help leadership execute the plan
  - New roles and responsibilities across the product owners and technology teams, ensuring full commitment across the delivery framework
  - Release cycles were reduced from quarterly to weekly supporting business growth requirements.



## Multi-award Winning Team



## Why choose Brickendon?

- **Our track record:** We have demonstrated a long, proven track record since 2010 of transforming our clients through our innovative bespoke solutions.
- **Our innovative approach:** No one client is the same, therefore our intelligent, experienced and focused consultants use their industry experience to address each challenge in an innovative way.
- **Our Resources:** Our in country, nearshore and offshore and nearshore capabilities mean we are well placed to cater for all our clients' needs, making the best use of our consultants' 10 years-plus domain experience.
- **Our passion:** We love what we do and thrive on improving our clients' profitability, efficiency and increasing their competitive edge. We are driven see the tangible benefits at our clients.

To find out more about how Brickendon can transform your business, please do not hesitate to contact us.

 [info@brickendon.com](mailto:info@brickendon.com)

 [brickendon.com](http://brickendon.com)

 [/brickendon-consulting](https://www.linkedin.com/company/brickendon-consulting)

 [@BrickendonIntl](https://twitter.com/BrickendonIntl)