

EXIGEN® SERVICES: CASE STUDY MORTGAGE BANK

"The Data Warehouse System serves as the bank's central storage site for historical data from various production information systems, and supports rapid generation of complex analyses based on this data.

In addition, the Data Warehouse System makes report generation easier, allowing users to customize reports without involving programmers. Currently, about 300 different types are generated, and this number continues to grow. There is no need to use our production systems for report generation. Thanks to the accumulated historical data, it is possible to generate reports on past periods, which our production systems could not do."

*Arnīs Kalnins
IT Board Director
Mortgage bank*

ABOUT THE MORTGAGE BANK

Mortgage bank (Hipotēku banka) was founded in 1993 by order of the Latvian government, and is the only commercial bank in Latvia that is 100% state owned. The bank offers a wide range of financial services. Its main purpose is to provide mortgages and business loans, not only to help the bank's clients achieve their personal and financial goals, but also to foster the growth of the Latvian economy. The bank has nearly 40 branches throughout the country. Its main customers are small and medium sized businesses, including agricultural enterprises, but the bank also offers services to individuals, providing financial solutions to help them in all of life's situations.

BUSINESS CHALLENGES

Mortgage bank was faced with a situation in which the generation of financial reports was costly and time-consuming, and did not always yield desired results. Problems included the following:

- ▶ The generation of any report required the involvement of IT specialists. End users had no opportunity to define and generate reports independently.
- ▶ The generation of a single report could take days or even weeks.
- ▶ Generated reports were limited in terms of parameters, and did not always present the full range of information requested by the user.
- ▶ Reports were based on data retrieved from a variety of sources, and this data was not always reliable.

SOLUTION DELIVERED

Mortgage bank required a new system to support the fast, accurate, and reliable generation of reports. It entrusted Exigen® Services (formerly Exigen Services DATI) with this task. Exigen Services started work on a unified Data Warehouse System (DWS). System requirements included the following:

- ▶ Accuracy and reliability in the collection of data
- ▶ Ability to analyze large volumes of financial information
- ▶ Support for report generation
- ▶ Support for definition of reports by non-technical users
- ▶ Use of standardized business terminology across all reports

Exigen Services developed and delivered the DWS, which included the following:

1. Central database of financial data, including information on loans and other financial transactions
2. Analysis tool to support:
 - ▶ Generation of predefined reports
 - ▶ Creation of new reports by non-technical users
 - ▶ Forecasting and analysis of risks
 - ▶ Forecasting and analysis of cash flow





"Our cooperation with Exigen Services has been a success. The company is client oriented. The relationship has always been professional and positive. We have never had a conflict."

*Arnis Kalnins
IT Board Director
Mortgage bank*

IMPACT ON BUSINESS

The bank estimates that it saves nearly \$800,000 per year in report generation costs. Thanks to the frequent generation of many report types, the bank now has a more reliable body of knowledge to facilitate effective decision making. The project was started in February 2004, and the system went into operation just six months later. Exigen Services continues to enhance and support the system.

TECHNOLOGY USED

The technology used in this project included Microsoft Windows 2000, Microsoft Windows 2003, Microsoft Windows XP, Sybase IQ, Ascential DataStage, BusinessObjects, Web Intelligence

ABOUT EXIGEN® SERVICES

Exigen Services is the leading application outsourcing services provider, and combines world class skills, recognized expertise in development methodologies, and industry experience to reduce risks, lower costs and deliver results. Exigen Services has pioneered a new approach to global application outsourcing, Outsourcing 2.0 that includes commercial terms that optimize financial alignment between client and vendor. As a result, Exigen Services makes IT outsourcing a much easier and more beneficial undertaking for global enterprises.

Since 2000, Exigen Services has been the global leader in the use of distributed Agile methods for rapid and precise systems development throughout the banking/ insurance/ brokerage, healthcare, telecommunications, government and media industries. Exigen Services has achieved high honors in a variety of independent lists and rankings, including *Brown & Wilson Black Book of Outsourcing* in 2008, *Global Services 100* in 2009, *Inc Magazine's 2008 Inc5000* and is a top 10 provider of both outsourced product development and human capital development.

Clients range from mid-sized growth companies to Fortune 500 organizations including Sun Microsystems, CSC, Universal Music Group, Standard & Poor's, T-Mobile, Westpac Bank and many others. Exigen Services is a registered trademark of Exigen Services, Ltd.

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