

## EXIGEN® SERVICES: CASE STUDY

DEVELOPMENT OF AN IBM  
LOTUS/DOMINO –BASED SOFT-  
WARE SUITE AUTOMATING SEB  
BANKA BUSINESS OPERATIONS



*“SEB banka has a long history of cooperation with Exigen Services. In 1999, SWH Technology, which was later renamed to Exigen Services, won our tender for development and implementation of an information exchange system for SEB banka.*

*Under the agreement, Exigen Services developed original applications and adapted standard applications in accordance with SEB banka requirements.*

*Over the years, we have purchased and implemented several Lotus Notes applications, which interact with the existing information systems of SEB banka.*

*Exigen Services also provides support for Lotus Notes products. We have acquired Lotus Notes/Domino server software and Lotus Notes user licenses with support. Exigen Services provides both Lotus Notes application support and development and system software support.*

*Exigen Services has proven itself as a highly qualified IT company with a professional staff that is able to complete sophisticated IT projects and provide service and support of high quality.”*

*Tatyana Vasilyeva,  
Head of the Information  
System Development  
Department for SEB banka*

### THE CUSTOMER

SEB is one of the largest banks in Northern Europe, providing a wide range of banking and financial services to approximately 400,000 corporate customers and institutions, and 5 million private customers. SEB has a local presence in the Nordic and Baltic countries, Germany, Poland, Ukraine, and Russia. About a half of SEB customers use the Internet for banking transactions. In Latvia, SEB banka (formerly Unibanka) is a leader in the banking and financial sector.

### BUSINESS CHALLENGE

In the late 1990s, SEB banka was seeking ways to improve its banking operations by unifying operational platforms and consolidating data from different applications to gain an edge over competitors in the Latvian market. During this period, the bank's growing clientele caused bottlenecks in many processes and limited the bank's growth.

As the bank considered development of a new system, major challenges included the following:

- ▶ connecting local SEB computers with the SEB corporate system
- ▶ replacing manual operations with automated, Web-based solutions

SEB banka entrusted this task to Exigen Services (formerly SWH Technology). Exigen Services' understanding of modern IT technologies and cost effective methodology combined with IBM Lotus/Domino technologies provided the perfect complement to SEB expertise in transforming and improving business processes and operations for its clients.

Exigen Services delivered a suite of IBM Lotus Notes/Domino based products that enabled SEB banka to automate banking processes. Over many years of collaboration, Exigen Services has delivered more than 20 different types of applications to SEB.

### The main application groups are as follows:

- ▶ A Human Resources Management System is used to register and maintain personal data on more than 1,500 employees of SEB banka and its subsidiaries. The human resources applications developed by Exigen Services support import/export of data to Microsoft Office and financial databases. These applications make it possible to track an employee's career development and maintain records of professional skills. Some applications support workflows and have a Web interface. For example, a Web-based system is used to register bank employee skills.
- ▶ A large spectrum of business oriented applications was provided, ranging from different types of client registries to a Web-based credit management application with connections to different financial databases, including Oracle. The Credit Document Management System is used by more than 600 employees at all offices.



- ▶ Exigen Services helped SEB banka migrate from Microsoft Excel to modern Lotus Notes applications for processing and maintaining contracts and agreements. The system makes it possible to register a wide range of legal documents and supports a document workflow. Currently, contracts are stored in four databases, which support the generation of invoices based on contract information. These invoices are transmitted electronically to the bank's accounting system. About 30 employees are using these databases.
- ▶ An Automated Teller Machine (ATM) defect registration application allows SEB banka to keep track of reported defects. This significantly eases the burden on bank employees and improves cooperation with SEB business partners.
- ▶ A call center application was developed to serve bank customers. It is used to record customer issues and requests. Records can be kept for analysis in application views or be exported to Microsoft Excel. Each month, more than 24,000 customer calls are registered in the system.
- ▶ Banking product catalogs were developed. These cover a wide range of products offered by the bank to corporate and private customers. These catalogs can be accessed via Lotus Notes applications and the Web.
- ▶ A Web-based system was developed to measure the level of customer satisfaction and the performance of individual employees.
- ▶ Lotus Notes-based systems were developed for document management and service requests. For example, if an employee has a problem with the IT system, this can be registered immediately in a service request, which is sent on to IT specialists.
- ▶ Document libraries were developed and are available via Lotus Notes and the Web.
- ▶ A technology was developed for archiving information from the above-mentioned systems.

Exigen Services, working in cooperation with SEB banka, was responsible for designing, implementing, and maintaining these applications, and for training end users.

**The business benefits of this project can be summarized as follows:**

- ▶ transformation of an outdated system platform to a modern IBM Lotus Notes/Domino based infrastructure
- ▶ implementation of high quality applications with superior performance
- ▶ improved interactions among applications
- ▶ improved employee performance through effective use of delivered applications
- ▶ utilization of state-of-the-art technology
- ▶ implementation of Web-based services for customers
- ▶ cost-effective and efficient use of near-shore resources to reduce project costs and development time

The project has been ongoing since 1999.

**TECHNOLOGIES INVOLVED**

IBM Lotus Notes/Domino, IBM LotusScript, Oracle, SQL, Microsoft Office, ActiveX, JavaScript, HTML, DHTML, XHTML, XML, AJAX, CSS, PDF



## 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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