

TrustBankCBS

Core Banking Software



SUCCESS STORY

Pune Urban Co-operative Bank (PUCBL) implements TrustBankCBS on Cloud Based 'Software as a Service' (SaaS) Platform; with focus on Digital Banking Channels, Cheque Truncation System, Mandates Management System for Electronic Clearing and 4-Way reconciliation.

About Customer

Pune Urban Co-Operative Bank Ltd. Pune (PUCBL) is leading and one of the fastest growing bank in Pune Region. The bank has a legacy of almost 95+ years of services and is currently managing the customer deposits of 1200+ crores rupees. PUCBL has 21 branches with E-lobbies for self-service at all branches.

Then IT Scenario

PUCBL was using a banking software on 'Software as a Service' model offered by a leading bank in India. Having appointed a bank as its CBS Vendor, PUCBL was facing serious challenges in technical support, Software and Technology Upgradation.

With distributed branch wise databases in their earlier CBS System, anywhere banking services, consolidation of databases for centralized and consolidated reporting was a big challenge for PUCBL Bank. In Bank's clearing section, there was multiple software with poor integration causing delays, inefficiency, manual interventions in the Clearing Processes. With increased delivery channels, Bank's strong ATM network and high volume of digital transactions, PUCBL bank was in need of an innovative reconciliation software integrated with the CBS.

Project Objective & Decision

With objective of overcoming drawbacks of earlier CBS Software, Bank decided to change to CBS with single, unified platform with complete application stack on a same platform.

Bank knew capabilities of TrustBankCBS solution and had visited TrustBankCBS successful implantations. After multiple walk-through of TrustBankCBS Software to its management and staff, PUCBL zeroed on TrustBankCBS.

TrustBankCBS Solution Stack Implemented at PUCBL

PUCBL implemented on Cloud TrustBankCBS Solution on 'Software as a Service' model i.e. on rental for total Software and Infrastructure Solution. Various Solutions implemented at PUCBL were

- Retail Banking, Deposits Management, Loans Management
- C-Kyc
- Credit Bureau Integration
- ATM, POS, E-com, Mobile Wallet
- RTGS / NEFT, NACH
- Clearing - Cheque Truncation System, Mandates Clearing System(ECS)
- M-Passbook
- Statutory Compliance Periodic Reports, OSS, ALM, Audit Reports
- Anti-Money Laundering
- Agency Banking
- GST Compliance-SoftGST
- 4-Way Reconciliation
- HRMS & Payroll
- Business Intelligence

Project Highlights

PUCBL benefited immensely with implementation comprehensive TrustBankCBS suite with unmatched depth of functional features and reporting in respective solution. Bank highlighted below modules benefits from the implementation.

ATM, POS, E-commerce, Mobile Wallet

With new CBS implementation, the PUCBL Bank availed the opportunity of selection and implementing industry-leader switch for ATM, POS, E-commerce Transactions. TSSIPL instantly agreed for the changeover. The changeover to new switch required complete Integration & Testing with NPCI; TSSIPL integration team completed the integration and testing in record time to ensure TrustBankCBS roll-out to continue as per decided timeline. With new switch, Bank decided to launch Mobile Banking Services to its customers.

4-Way Reconciliation

TrustBankCBS 4-Way Reconciliation module, facilitated import of data dumps from all stakeholders (viz. Switch, NPCI, Sponsor Bank, Cash Dispenser) involved on a single platform. The auto-reconciliation feature ensured automatic reconciliation based on RRN, and quick identification of un-reconciled and disputed transactions. Being on same platform of TrustBankCBS, this module provides additional feature of posting direct entry into CBS for unreconciled transactions. PUCBL Bank benefitted immensely from Reconciliation module implementation in terms of punctuality, streamlining of processes and effective dispute management.

Clearing

TrustBankCBS Clearing module provided total seamless automation of entire clearing process to PUCBL Bank. During implementation, we re-engineered entire Clearing Process followed at PUCBL and removed redundant manual interventions. Cheque Scanner Device integration, and uniform platform of TrustBankCBS, enabled CTS module to generate the Clearing Payloads and upload it to CHI thro' Straight through' Processing without any manual intervention. Centralized image archival systems implemented ensured that data storage and retrieval is easy. Clearing Module provided

Agency Banking

PUCBL have a dedicated network of on field Agents Doing Daily Collections from small business customers for deposits into daily deposit accounts. TrustBankCBS Agency provided a much needed technology platform to automate Field Collection Process. Agency Banking implementation facilitate real-time deposit and reflection of collected amount in customer account, boosting transparency and customer confidence. In addition to automation of daily collections, with Agency Banking, the PUCBL Bank agents now provides variety of on field services of Customer On-boarding, EMI Collections, Any Branch Banking.

Services offered by TSSIPL in the Project

For successful SaaS implementation and timely completion of delivery, TSSIPL provided bouquet of services to PUCBL which includes:

- Integration & Testing with Switch Vendor
- RTGS / NEFT, CTS Integration with new Sponsor Bank / CHI
- Integration & Testing with EFT Switch for Debit Card Transactions
- Integration & Testing with Mobile Banking Switch
- Data Center Commissioning
- DR Center Commissioning
- Customization and Parameterization
- Data Migration from Bank's Legacy System; Data Migration Audit
- User Acceptance Testing
- User Training, Go-live Support
- Post-Go live Technical Support & Help Desk

Customer Feedback

“TrustBankCBS was implemented in our bank considering high service ratings by its other customers. TSSIPL stands to our services expectation, and TrustBankCBS have fulfilled our new technology solutions needs.”

– Anand Kumar, IT Head, Pune Urban

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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