SUCCESS
STORY

Kashipur Urban Coop. Bank Ltd, (In Uttarakhand, India) implements TrustBankCBS Core Banking Solution with Agency Banking, MPassbook, Anti Money Laundering solutions to better Customer Acquisition, Satisfaction and Compliance.

TRUSTBANKCBS CORE BANKING SOFTWARE

About Customer

Kashipur Urban Coop. Bank Ltd (KUCBL) is leading bank in North India having 1200 Crore business mix. Its management is techno savvy and they look for modern technology tools to enhance banking services and customer satisfaction.

Background of Customer and its then IT Scenario

KUCBL had operations in Kashipur a medium sized town, with its network of 15 branches, aims to cater to needs of the local customer. Customers were mix of Businesses and salaried people but growth was among age group of young customers who wanted to use technology tools for banking.

The then banking software at KUCBL did not have channels for digital banking services. KUCB for better customer services had one branch open every day till late evening AND one branch opens on all weekly offs and holidays. This was done in view of providing branch banking facilities to customers in 2 shift and on all days. However, shortcomings in then CBS system did not allow the customers from other branches to operate their account in Open branch in evening or on holidays.

To overcome these shortcoming and provide Any-where banking and more digital banking services, KUCBL decided to migrated to a leading, proven core banking system.

Project Objective & Decision by Customer

KUCBL decided to implement a comprehensive and true Core Banking Software with centralized installation of Single Database and Single Application platform for all branch services. The objective was set to offer truly Any-where services (i.e. through' any branches) for all customer on all days and at all-times as-and-when any branch is kept open by Bank for banking services. Similarly, KUCB decided to implement a Core Banking System which offers latest digital banking and self-service channels.

After evaluating multiple Core Banking Software and following evaluation process comprising Product Walk-thro', Customer Site visit; KUCB selected TrustBankCBS Core Banking software for implementation at its bank.

Solutions Implemented in TrustBankCBS Project

KUCB Bank implemented all the solutions in TrustBankCBS suite, which were essential to automate their then banking functionality and fulfil project objectives. Over the years with evolving needs, KUCB Bank have implemented other available modules from TrustBankCBS Suite. Such implemented functionality includes:

- Retail Banking, Loans, Deposits, FA
- C-Kyc
- Credit Bureau Integration
- ATM, POS, E-com, Mobile Wallet
- RTGS / NEFT, NACH
- Clearing (Cheque Truncation System, Mandates Clearing System(ECS))
- Mobile Banking App, IMPS Integration
- Statutory Compliance Periodic Reports, OSS, ALM, Audit Reports
- GST Compliance
- 4-Way Reconciliation
- HRM & Payroll
- Business Intelligence

Project Highlights

KUCBL implemented TrustBankCBS Platform which enabled complete core banking functionality Solution stack comprising almost all solutions required for Co-operative Banks in India for End-to-End automation of its Banking Operations. KUCBL appreciated TrustBankCBS for solutions and value delivered in the project. With growing concern of bank for Customer acquisition, Satisfaction keeping Compliance intact, Bank decided to look for Deployment of three new solutions TSSIPL had launched.

Agency Banking

To Grow Customer collections by acquiring new clients

MPassbook

To Satisfy Corporate as well as retail customers with info at their fingertips

AML

To keep watch on growing customer base for compliance under FIU guidelines.

Project Highlights

With TSSIPL Perspective, the highlights of this project were as under

Retail Banking Solution

TrustBaBS Retail Banking provided a single, unified platform for its any-where retail banking from all branches irrespective of Branch Day-End Status. A single CBS database and Single batch for Any-where transaction along with IBT adjustment entries facilitated seamless reconciliation among branches and H.O. involved in the Any-where transaction. TrustBankCBS benefited banks with growth in revenue opportunities with uniform charges application across branches. The accurate interest calculation based on Value Date, eliminated interest revenue leakage. The unified Retail Banking platform facilitated generation of branch-wise and consolidated reporting at Bank Head Office.

Agency Banking

TrustBankCBS Agency Banking App enabled the Agent Network of KUCB to provide door-step banking services to Bank customers. Earlier, the agents were only doing daily deposit collections AND the process was completely manual. Agency Banking implementation eliminated the duplicity of work, delays, risks. The real-time, online field transactions through' Agency Banking brought transparency to customers as well as to KUCB. The implementation opened additional business opportunities to Agents and Bank, as this App allowed collection for various account types. TrustBankCBS facilitated configuring account type wise agent commission percentage AND correct calculation of Agent Commission.

MPassbook

Mobile Passbook provided self-service channel for 24 X 7 real-time access to account information. This facility was very much demanded by tech-savvy customer base extensively using internet and smart phone. MPassbook can be freely downloaded from Play Store and installed on customer's smartphone with OTP based authentication on registered customer mobile number. M-Passbook also provided other services, of Chequebook request, Ready Reckoners, Bulletin board from KUCB. KUCB benefited due to reduction in stationary, printing cost and manpower involved in servicing Passbook Printing at all branches.

Anti-money Laundering Solution

TrustBankCBS AML solution offered pre-configured Alerts and Alert Parameters as mandated by Reserve Banking of India (RBI) to Co-operative Bank in India. Having on same TrustBankCBS Platform, is seamlessly integrated with Branch Operations; which provides real-time, drill down analysis from an Alert to Source Information. Being on uniform platform, AML in TrustBankCBS doesn't require third-party ETL and Data Warehouse, thus posing no limitation of Bank's ability to investigate the non-compliance. TrustBankCBS have provided complete authorization work-flow of monitoring and whitelisting of alerts generation at Branches, Central AML Authority up to generation of final 'Suspicious Transactions Report (STR) to RBI.

Services offered by TSSIPL in the Project

TSSIPL team provided below comprehensive service to fulfil its commitments of Solution/Project Objective and Time Schedule for implementation.

- System Requirements Study & Blue Print Documentation
- Master Data Management, Missing Data Building
- Customization and Parameterization
- Data Migration from Bank's Legacy System
- Providing API; Integration & Testing
- Integration & Testing for RTGS/NEFT, Debit Cards, POS, E-commerce Transaction Switches and Platforms.
- Integration with RTGS / NEFT (H2H), NACH, CHI for interbank transfer services to customers.
- User Acceptance Testing
- User Training, Go-live Support
- Post-Go live Technical Support & Help Desk

Customer Feedback

"TrustBankCBS was implemented in our bank with intention of future planning. To increase our customer base, satisfaction of customers using modern technology and at same time compliance to statutory requirements was need of the hour. TrustBankCBS offers all beneficial solutions for modern banking"

Jeevan Tiwari-Chief Executive officer

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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