TrustBankCBS

CORE BANKING SOFTWARE

SUCCESS STORY

Bantra Urban Cooperative Bank Ltd

The Bantra Urban Co-Operative Bank Ltd.(BUCBL) implements MPassbook, CKYC, Credit Bureau Integration by Trust Systems and Software(I) Pvt. Ltd.(TSSIPL)

About Customer

An ISO 9001:2008 banking organisation, Bantra Urban Bank have 4 branches in Howrah, West Bengal. With its branches are located in Semi Urban/Rural area has impressive portfolio of Deposit base.

Project Objective & Decision by Customer

BUCBL was operating with aim to give its customers better services. It was continuously evolving with more ideas to offer better products and services to its customers; and at the same time provide bank officials tools to increase efficiency in operations.

So after evaluating the possible CBS vendors, BUCBL had chosen TSSIPL for implementation of TrustBankCBS.

Bank had chosen TSSIPL as being a CMMI level 5 company, AND TrustBankCBS as it promised to provide all applications / interfaces on a single & unified system along with 100 % accurate reporting system.

Then IT Scenario

BUCBL had promised its customers to provide latest technology products and digital banking services by implementing Core Banking Software(CBS). BUCBL Bank was earlier taking services from local vendor for the CBS. However, then CBS lacked many important functionalities other than regular accounting transactions. Bank's then CBS software had no reporting features for Statutory reporting such as OSS, ALM, RBI audit statements etc.

Solutions Implemented in TrustBankCBS Project

- C-Kyc
- Retail Banking, Loans, Deposits, Financial Accounting
- ATM, POS, E-com, Mobile Wallet
- RTGS / NEFT, NACH
- Clearing (Cheque Truncation System, Mandates Clearing System(ECS))
- CIBIL Integration
- Statutory Compliance Periodic Reports, OSS, ALM, Audit Reports
- AML Alerts Module
- Mobile Passbook
- Agency Banking
- GST Compliance
- HRM & Payroll
- Business Intelligence

Project Highlights

TrustBankCBS was implemented at BUCBL Bank in record time frame of 3 months. The roll-out involved Data Migration from legacy system, User Acceptance Testing (UAT), Training & Go-live. Along with complete and integrated solution stack on TrustBankCBS platform, BUCBL Bank recommended the implementation for below products implemented at BUCBL.

Retail Banking

Multi-faceted Retail Banking functionality of TrustBankCBS provided flexibility to CUCB Bank to configure various new launches of Loan and Deposit Products as per market needs. The Charges Engine, ensured configuration of various charges (in compliance to Bank's policies) on various services offered to Bank to its customers. Accurate and uniform computation of charges, automatic application of mandatory charges, and surveillance on waived optional charges, ensured higher Charges Income to bank. The accurate computation of Interest Paid on CASA accounts based on value date reduced the interest leakage. The improved branch services on TrustBankCBS platform and flexibility to provide Any-where services and services through' multiple delivery channels ensured higher satisfaction and retention of Bank's customers.

Mobile Passbook

Mobile Passbook is a android app developed to replace the conventional paper passbooks. MPassbook can be freely downloaded by BUCBL customers from Play Store. The app is installed on customer's smartphone with OTP based authentication on registered customer mobile number. Customers appreciated MPassbook app as it provided them 24 X 7 access to account related information to customer. BUCBL benefited due to reduction in stationary, printing cost and manpower involved in servicing Passbook Printing at all branches. M-Passbook also provided other services, of Chequebook request, Ready Reckoners, Bulletin board from BUCBL.

C-KYC

C-Kyc module implementation provided CUCB with platform for Fast & Accurate compliance to KYC as mandated by statutory bodies. It enabled capturing of all Customer information which ensured minimum rejections in C-KYC Compliance. TrustBankCBS CKYC provided complete digitized platform to eliminate paper documentations. The CKYC also provided uniform platform to CUCB for customer identification with reconciliation of customer information on Central KYC Registry as updated by other BFSI institutions.

Credit Bureau Integration

TrustBankCBS Credit Bureau integration to enabled CUCB for periodic submission of Credit information, i.e. Loan account information of CUCB Bank's loan customers. It also provided functionality to sending request to fetch Credit ratings for a Loan applicant. At CUCB, TrustBankCBS provided integration with all 4 major Credit Bureaus in India. The correct data structure in TrustBankCBS designed for Credit Bureaus compliance, ensured higher acceptance rate for the data exchanged for CIBIL compliance. Timely and Correct checks for C-KYC and CIBIL, have enabled banks to ensure that it lends to customer with genuine credentials and good credit ratings with other BFSI in India.

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.
- User Acceptance Testing
- User Training, Go-live Support
- Post-Go live Technical Support & Help Desk

Customer Feedback

"It was great decision to implement TrustBankCBS for offering modern banking to the customers. Thanks to TSSIPL team to provide us reliable, scalable platform to enhance our customer-centric services."

Shivnath Basu, IT Incharge,

Bantra Urban Bank

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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