

Case Study



Solution-Soft's Superior Customer Care and Time Machine® Solution Makes All the Difference for FICO DM9 Deployment at Lloyds Bank

Quote

"We are experiencing an 80%+ savings in time by using Time Machine instead of changing the system clock"

Ketan Gada,
QA Manager, LBG

About Lloyds Bank

Lloyds Banking Group plc. is a major British financial institution formed through the acquisition of HBOS by Lloyds TSB in 2009. The Group's history began in 1765 with the founding of Lloyds Bank, which is the fourth oldest bank in the United Kingdom. The Group's headquarters is located at 25 Gresham Street in the City of London and its registered office is on The Mound in Edinburgh. Lloyds Banking Group's activities are organized into Retail Banking (including Mortgages and Sole Traders), Commercial, Life, Pensions & Insurance, and Wealth & International. Lloyds' has extensive overseas operations in the US, Europe, the Middle East and Asia.

Challenge: Letter Generation and Payment Plans in Collection System

The challenge facing the Lloyds team is the successful deployment of the FICO Debt Management solution ("DM9") in both the Retail and Commercial divisions at Lloyds Banking Group. SolutionSoft Systems' Time Machine was chosen to validate the temporal logic of the DM9.

Time Machine Solution

Like all major financial institutions with commercial, retail, and consumer products, Lloyds required a critical enterprise application to manage and progress their financial products over their respective life cycles. FICO's DM9 was chosen and Time Machine was quickly identified as the logical solution to time shift test the application before going live.

Time Machine was deployed across an array of Windows SQL Servers and Linux hosted Application Servers in the bank's test environments with the Time Machine Web Console used to synchronize time across the deployment. Time Machine not only enabled testing and confirmation of DM9's critical application logic with no risk or need to change the system clock, but Solution-Soft support services also played a significant role in the deployment.

About Solution-Soft

Solution-Soft is the leading provider of Intelligent Data Optimization (IDO) solutions, which address the urgent need for management of business-critical applications and data.

The flag-ship Time Machine product is a proven solution for enterprises to ensure mission critical applications are delivered on time and within budget. Solution-Soft works closely with consultant and strategic partners around the world in all industries to achieve clients' business objectives with ultimate ROI.

Founded in 1993, Solution-Soft is privately held and based in Silicon Valley, CA, USA.

Large financial institutions face some unique challenges. The security requirements are some of the most stringent and often times these large organizations are extremely silo-ed. This makes communication and collaboration among groups within these organizations, like Systems Administration and Quality Assurance, essential. Often, these challenges are ones that superior vendor customer care can help alleviate. SolutionSoft Systems' Service and Support organization has been instrumental in facilitating this collaboration at Lloyds Banking Group, helping groups understand the motivations and requirements of the other.

In addition, the responsiveness of SolutionSoft Systems' engineering organization enabled quick turnaround of innovative architectural solutions to Time Machine Web Console that address the complex security requirements of the bank.

Contact

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