

Development Credit Bank Gears Up For Growth with Integrated HR Platform



Development Credit Bank Limited
Mumbai, India
www.dcbi.com

Industry:

Financial Services

Oracle Products & Services:

Oracle Human Resources
Oracle Self-Service HR
Oracle Financial Services
Applications

Key Benefits:

- Improved decision-making and strategic planning by providing staff with easy access to data
- Enabled the accurate and timely attribution and allocation of costs for business activities and transactions
- Eased HR staff workload and improved service to employees by providing self-service tools for managing profiles, performance management, career management, employee management, and workforce development

“Oracle Applications offer comprehensive functionality that meet the bank’s requirements. For example, Oracle Human Resources has empowered employees by giving them access to the right information instantaneously and without the need to involve the Human Capital Management team for routine enquiries.” – Parag Patankar, Chief Operations and Technology Officer, Development Credit Bank Limited

Development Credit Bank (DCB) is among the fastest growing private sector banks in India today, with a history of operating in the financial services arena for over 70 years. The Bank has 72 state-of-the-art branches and extension counters spread over nine states and two union territories and more than 11,000 ATMs across the country.

DCB has recently launched a range of innovative and customer-focused products and services, providing a comprehensive suite of ‘best in class’ products for specific market segments in chosen geographies.

The Bank’s customer base of more than 550,000 is rapidly growing, with demand for its deposit and loan products driven by a buoyant economy and innovative product launches. To support this growth, DCB needed the ability to analyze the performance of various business sectors, including customers, products, branches, and regions.

Furthermore, DCB was looking for a solution to improve recording, accessing, and analyzing the human resources profile of the bank across functions, teams, and locations. This would ease the workload on the rapidly expanding Human Capital Management Group.

DCB selected Oracle Human Resources and Oracle Financial Services Applications to manage HR activities and meet management accounting needs. The integrated solution improved efficiency and gave staff in both business units easy access to accurate and timely information for strategic planning.

Improved Access to Information

The Oracle system improved information sharing by providing the finance and HR divisions with fast and stable access to data for planning and decision-making in any of the 25 cities where the bank operates.

A single data entry point was established, allowing information to be entered once and made available for use across the organization. This ensures performance analysis data is up-to-date and accurate, so revenues and costs can be correctly attributed and allocated for each business activity and transaction.

Enhanced HR Management

DCB experienced significant improvements in HR management by implementing the Oracle solution, which automated routine tasks and streamlined workflows. This freed the Human Capital Management team to focus on higher-level activities that add value to the business.

The bank has also enhanced service to staff by offering employees workflow-based self-service tools for managing profiles and accessing career development materials, including appraisal reports.

“Oracle Human Resources has empowered employees by giving them access to the right information instantaneously and without the need to involve the Human Capital Management team for routine enquiries,” said Parag Patankar, chief operations and technology officer for Development Credit Bank Limited.

Why Oracle?

DCB evaluated business management products from several vendors but chose to consolidate its systems on Oracle. The bank was using Oracle Database to run several applications and was highly satisfied with its stability and performance.

“Oracle Human Resources and Oracle Financial Services Applications offer comprehensive functionality that meet the bank’s requirements,” said Patankar.

Development Credit Bank Limited (DCB) is one of the emerging Private Sector Banks in India. The Bank has recently launched several value added initiatives and intends to be renowned as one of the country’s preferred and profitable Retail Banks in India, providing a comprehensive suite of “best in class” products for specific market segments in chosen geographies.