

Banking Services

BPO services that leverage best practices across business lines and help customers in their approach towards process led transformation for the Bank

ORACLE FINANCIAL SERVICES BPO

Oracle Financial Services BPO uses its industry expertise and technology capabilities to acclimatize to client's strategic goals and unique business requirements. We process led transformation for Banking, which is a comprehensive repository of pre-engineered generic processes for banking and capital markets based on the wealth of experience gained in the financial sector. The business process management approach, results in a gain in efficiencies and cost savings.

BANKING

Oracle Financial Services Software BPO understands the current marketplace and uses its industry expertise and technology capabilities to acclimatize to your strategic goals and unique business requirements. Oracle Financial Services BPO delivers best-in-class BPO services for all back-office processing and servicing needs in Retail Banking, Corporate Banking, Private Banking, Investment Banking and Wholesale Banking.

Functions include:

- KYC/Account Maintenance
- Accounting & Reporting
- Cash Management & Clearing
- Retail Banking & Credit Card
- Billing & Collections
- Business Processing
- Customer Service & Contact Center
- Treasury Back Office
- Credit Administration
- Wealth Management

FLEXCUBE L1 FUNCTIONAL HELPDESK

Oracle Financial Services BPO offers a L1 help desk outsourcing alternative that provides functional support for Business users. L1 helpdesk services help clients improve operations support and allow current staff to focus on core competencies. The solution is based upon deep product knowledge and can be customized for specific client needs.

Functions include:

- Day-to-day operational support and updated – 24/7

Key Features

- Exclusive focus on Financial Services Industry
- Complex process management capability - best shores delivery model
- Robust Risk Management
- Deep knowledge leading to faster ramp up time and lower investment
- Flexible engagement model allows outsourcing of some or all components of a process
- High level of Process maturity

- Performing initial assessment of issues/incidents & attempt to resolve Incidents through knowledge base
 - Escalating issues to L2/application support teams as required
 - Operations support on EOD / BOD / other batch process activities – includes Pre-EOD checks by running standard SQL queries
 - EOD / BOD process – involves running and monitoring process in stage, informing business and other teams after EOD completion and coordinating with different teams for any issue
 - Scheduling and monitoring various jobs - includes execution of jobs in FLEXCUBE for bank branches
 - Incident tracking, monitoring and reporting – includes receipt, acknowledgement and escalation of service request by utilizing client's incident tracking system
 - Coordination of operations support team with system admins/ DBAs during deployment of patches/ updates and perform application validation
- Key Business Benefits**
- Reduced Processing Timelines
 - Improved Customer Service
 - Process improvement using Six Sigma
 - Business Continuity and Disaster Recovery
 - Capacity management, Scalability and Business Continuity
 - Continuous Service Improvements

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