



CASE  
STUDY

**Leading Private Sector  
Bank Transforms &  
Simplifies IT Demand  
& Project Management**

## CUSTOMER PROFILE

As one of India's Largest Private Bank, the bank is listed on the Bombay Stock Exchange and National Stock Exchange of India and provides a spectrum of financial services to customer segments covering Large and Mid-Corporates, MSME, Agriculture and Retail Businesses.

The international offices focus on corporate lending, trade finance, syndication, investment banking and liability businesses.

The approved requests are then maintained as projects in the project management application. So, at a given point of time, there were a number of requests and projects at various stages in the system.

## BUSINESS CHALLENGE

The bank was using a project management application (Project Server 2010) to keep track of their IT projects.

The business raises the IT requests which are sent to the IT Manager. Based on the priorities, feasibility and the approval workflows, the requests are approved or rejected. The approved requests are then maintained as projects in the project management application. So, at a given point of time, there were a number of requests and projects at various stages in the system.

The application enabled the Information Technology-Project Management Office (IT-PMO) to track and monitor the requests and projects. But the business was looking for a consistency to manage their projects. Their detailed processes needed a solution that could bring it all together.



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## SOLUTION

Based on a strategic decision, the business decided to upgrade from Project Server 2010 to Project Server 2013 with the following objectives :

- Seamlessly integrate the Project Management and Idea Management workflow
- Enhance the front-end user experience making it a more intuitive and user-friendly interface.
- Enhance the user interface to meet the corporate branding requirements.
- Improve the application design to build in more security as per IT Audit Standards.
- Integration of the application with other third party mobile applications.
- Integration with other applications for Dashboard Reporting
- Increase the scalability and flexibility of the overall system.

The bank needed to upgrade their system from Project Server 2010 to Project Server 2013 and was looking for an implementation partner with experience in:

- Project Server 2013 implementation and upgrades
- SharePoint 2013
- Business Intelligence
- UI design
- Proven experience in business application design and development

They reached out to NDS Global. NDS Global with its expertise and experience in banking application design and development, developed a web based interface to manage creation and execution of demands in SharePoint 2013. The team configured the system environment and unique workflows for demand and project management, and provided support to the bank after the implementation.

The user experience was enhanced with the following features making user adoption simple, easy and effective:

- Comprehensive and optimized landing page with good visual features
- Interaction logs for every transaction
- Embedded corporate branding features
- Security added as per organization IT Audit norms
- Security defences added to avoid unauthorised attacks
- Protection against vulnerabilities that may pose a threat to the system and its links
- Use HTTP redirection during login
- Use standard crypto algorithms and libraries
- Use SSL for transmission of all sensitive data
- Used captcha for login page.
- Integration of project management solution with CIO mobile application for various approvals
- Reports and Dashboards to provide the much needed visibility of the projects

Role based training was provided to seamlessly transfer knowledge to PMO, Project Managers, Project Team Members, IT administrators, and Executives.

## BENEFITS

By upgrading to Project Server 2013 and enhancing the UI design, the bank gained the following benefits:

- The solution provided the bank with key investments areas for Project Management Processes including UI/Usability, pre-configured workflows, SharePoint Workspace, Report, Dashboards and Common Project Management Processes.
- Improved the collaboration between stakeholders of the IT PMO by enabling them to make more informed decisions and better tracking of Project process.
- Reduce approval cycle time from CIO due to mobile integration
- Secured and reliable information available at real time about IT-PMO projects and progress.

## TECHNOLOGY

 Project

 SharePoint

## ABOUT NDS GLOBAL

NDS Global, a trusted Microsoft Gold Partner, offers its customers consulting, implementation, development and support services on Enterprise, Cloud & Mobility for digital solutions.

NDS Global helps customers realize results in a digital world through business technology solutions, cloud and managed services that combine insight, innovation and expertise focused on Microsoft technologies.

Our solutions span across Microsoft Project Online, Microsoft CRM Online, Microsoft SharePoint Online, Office 365, Dynamics 365, Microsoft Dynamics AX, PowerBI & Azure.

Headquartered in the US since 1999, we are preferred partners to customers in USA and India. Our customers span across Consumer Goods, BFSI, Infrastructure, Manufacturing, IT/ITES, and Retail.

A strong team of 180+ Microsoft consultants have provided many a success stories to Enterprise & Small/Medium customers globally.



## SCHEDULE A DEMO / WORKSHOP

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