



# Integration & ETL Case Study



**“The project was delivered on time and saved over £300,000”**

**Background:**

Our client is one of the leading UK based retail banks with more than 10 million customers and over 2,000 branches – they were looking to increase revenues by improving customer service and creating new sales opportunities. The addition of a new web-enabled front-end system and a new CRM solution involved major changes to the Bank’s business processes and required complex linkages to their existing systems.

Part way through the project, with a major over-run on time and budget becoming increasingly likely, Clarity Integration was invited to review the design and propose alternative methods of working.

**The Business Challenge:**

Using the Clarity Integration delivery approach, the team evaluated the business requirements and technical environment, with an objective to identify and select the most appropriate

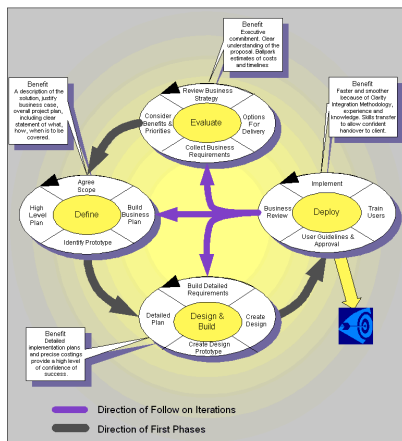
An improved interface development process was introduced that complimented the technical solution. The changes to the process streamlined the requirements phase and maximised the reusability provided by the architecture, to reduce development and testing effort. As a result, interface development time was reduced from over 25 days to less than 10 days for each of the 150 interfaces delivered.

**Business Value:**

As a result, the project was delivered on time and saved over £300,000 in development time (together with the elimination of any losses that would have accrued from the late delivery of the project and the late realisation of the benefits). Further process improvements have resulted in additional savings of approximately £450,000.

**Clarity Integration:**

*Clarity Integration is an Information Management Consultancy and Systems Integrator that helps organisations increase the value they are getting from their existing data and by utilising our experience and capabilities in Data Migration Business Intelligence and Information Delivery.*



appropriate solution for the project. Once selected the solution was delivered using a combination of pre-defined design patterns and iterative development to create the final architecture and solution that was taken forward.

**The Solution:**

Clarity Integration recommended the use of MQ-Series together with an existing ETL tool already in use by the Bank to help achieve the flexibility, improved speed of development and cost objectives. As part of the first phase of delivery the Clarity Integration team defined and delivered the core integration architecture and framework that would provide the foundation for integrating the 7 key systems.

Clarity Integration can be contacted at:

9 Copperhouse Court,  
Caldecotte, Milton Keynes, MK7 8NL  
Tel: 08700-666-136

[www.clarity-integration.com](http://www.clarity-integration.com)