
Mindlance relation with Sumitomo Mitsui Banking Corporation

Client Profile

- **Sumitomo Mitsui Banking Corporation (SMBC)** is a 4th largest financial services company serving corporate clients across Asia Pacific, North America, Europe, Middle East and Latin America.
- Mindlance Services to SMBC
 - Develop and support online fund transfers and account position reports of their Current and Investment accounts for corporate customers available world wide
 - Migrate legacy batch process system in back office to advanced technologies like, Web sphere Message Broker to take care of seamless message formatting between different systems
 - Primary DBA support for all the systems based at Europe
 - Support for Windows Servers, Unix Servers, Network and voice & data support for EMEA

Client Satisfaction

- Mindlance relation with SMBC IT services Department started with team of Four in 2006 to support to their online banking application.
- SMBC started relying Mindlance by offering Database support in 2007
- In 2008 Mindlance started supporting EMEA datacenter for SMBC

Mindlance Solution

Mindlance works closely with customers to tailor the Outsourcing Model to suits their needs.

Onsite-offshore Model for Application Development

SMBC needs continuous up gradation of their online corporate banking application to be ready in tandem with the dynamic business needs.

Mindlance and SMBC are using Onsite-Offshore model to have seamless interaction with the business users onsite while the offshore team continue to translate the business needs to an application for end user.

This model proved as best solution in the engagement

Diversified Approach for Support

Mindlance offered diversified approach for support to SMBC customers 24X5 by maintain the data security by exploiting time zone advantage.

Offshore team starts support before EMEA business hours starts and continue till end of the day by leverage SMBC support hours for their customers

Offshore team carries the corrective maintenance calls from NA by working through EMEA