THE CLIENT

The National Bank of Fujairah (NBF) is a full-service corporate bank with strong wholesale banking, treasury and trade finance expertise as well as an expanding suite of personal banking options. NBF has a branch network of 14 locations across the UAE, and are especially committed to the support of industries ranging from oil and shipping to services, manufacturing, construction, education and healthcare.

THE PROBLEM

NBF was operating on an in-house built core banking system until 2007, when it migrated to Temenos T24 R6. After many months of teething problems and workflow adjustments, the bank settled down with the new system at the end of 2008.

By 2012, functional and technical limitations were presenting a problem. The core banking platform was not well-integrated with the bank's auxiliary systems, and support costs were escalating. Existing customizations did not scale well, causing inefficiencies and preventing NBF from leveraging new technologies. Ultimately the bank's ability to seize opportunities and bring new products to market was severely limited.

NBF decided it was time to upgrade.

WHY SOFGEN?

After an extensive search, NBF selected SOFGEN, the first-ever certified Temenos Upgrade Partner, to spearhead the upgrade initiative.

"The partner choice is everything," said T.N. Sekhar, COO NBF. "Version upgrades can be extremely risky, especially with the extent of customization that we require. And beyond technical skill, there has to be a cultural fit to minimize disruption to our teams during the project—customer service and financial reporting is critical to our operations, and its seamless operation needs to be as important to our partner as it is to us.

"We wanted the best possible fit, on all levels. We were thinking long-term, as well, to find someone we could partner with beyond just one project," added Sekhar. "We didn't even consider cost until the final choice was made."

SOFGEN emerged as the leader in several critical factors:
- » Organizational strength
- » Temenos expertise and relationship
- » Knowledge of version differences
- » Proven track record for version upgrades
- » Local support
- » Project management skills
- » Clear articulation of upgrade road map

THE PROJECT

The SOFGEN team worked closely with NBF management and stakeholders to construct a detailed timeline and project plan. Every critical milestone had a Plan B, roles and responsibilities were clearly delineated, and objectives outlined and agreed upon. Senior management was involved from the start, which helped align the internal, SOFGEN, and Temenos teams to work as one.

The project revolved around a full technical upgrade, leaping ahead four versions. In addition to the core upgrade, SOFGEN implemented four new core modules, and performed extensive custom development of new functionality requested by NBF. Throughout the project, progress was exhaustively documented, and fallback plans were rarely utilized.

After in-depth performance tuning, SOFGEN rolled out the new version and enhancements to the bank's head office and 14 branches. The full upgrade project was completed exactly on time and within the approved budget. The urgent request

command center assembled during launch was dismantled within days, because no problems were reported. The project was deemed a great success.

"SOFGEN's performance on this project exceeded expectations," said Sekhar. "The development and management teams were skilled, efficient, and communicative, and were clearly as invested in the success of our upgrade as we were.

> *We are pleased to have found in SOFGEN a like-minded and professional partner that has been able to help us augment our operational capabilities for long-term growth.*

SOFGEN™
BANKING IT WORLDWIDE

We offer end-to-end banking IT services, both in and around core systems, ranging from requirements analysis and system selection to implementation and beyond. Our offering encompasses solutions to the most critical challenges facing banks today.

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