

Stories of Digital Transformation: Banking

Summary

Drivestream developed a comprehensive HCM Cloud, Payroll and Talent Management system for a Bank, that is one of the oldest and largest mutual banks in the country with over 1,800 employees across 95 locations

About

With a history going back 200 years, this Bank is one of the largest and oldest mutual banks in the USA. They offer a range of banking, investment, and insurance services to consumers, business executives, investors, government agencies and not-for-profit organizations that are designed to help them save, manage money, build for the future and protect their assets. With \$11 billion in assets and more than 120 branches, the Bank has the size, stability, technology and knowledge to deliver custom-tailored financial solutions in a convenient way.

Challenges

- Unwieldy legacy environment with 3 vendors, 8 applications, 4 primary databases, and numerous shadow processes
- Complex business banking regulations and processes
- Significant manual processing, with heavy dependency on individual administrators and super users
- Poor user experience
- Limited data access and enterprise-wide reporting

Benefits Achieved

- Reduced IT complexity and elimination of shadow systems
- Improved analytics and data accuracy
- Improved user experience
- Manager and employee self-service
- Enabled informed decision making
- Mobile enablement for company issued smart devices
- Single-sign on

Results

- Transformed HR from payroll-centric to employee-centric operation
- Dramatic reduction in error-prone manual processes and paper-based systems
- Automated workflows, notifications and alerts

Products:

HCM Cloud
Payroll Cloud
Taleo

Legacy Platform:

ADP, Silk Road and numerous shadow systems