Design and integration to support a digitisation programme

Our Client is one of the UK's oldest privately-owned banks, providing private banking services to high net-worth clients. The Bank was embarking on an ambitious digitisation programme: overhauling their banking services through the introduction of online and mobile banking applications, contactless cards, and the automation of paper-based, manual processes - all to be built on a new cloud-based digital platform. This programme was specifically tailored to the exacting requirements of their customers.

Delivering the new digital platform, along with the supporting changes required in the existing IT estate, proved to be a significant challenge for the Bank. Their budget constraints and lack of skilled resources meant that they needed a partner who could provide both architecture and design leadership. That partner also needed to be able to take ownership of the delivery of the new integration capability for the digital platform, and provide ongoing governance, consultancy and support.

Why Icon Solutions?

Icon Solutions was approached to both design and implement the integration to underpin the new application architecture.

Icon had been a trusted partner and advisor to the Bank for more than a decade, being responsible for the design, implementation and maintenance of their existing integration platform. This, together with our proven track record in the delivery of large-scale integration and transformation programmes for Tier 1 banks, gave our Client confidence in our ability to make their digitisation programme a success.

Our Approach

Icon initially analysed the state of the programme before reasessing the high-level requirements and resulting solution proposals. This led to a significant reduction in projected costs, due to the simplification of the complex solution proposal -- without compromising the integration layer's critical performance, reliability or availability.

In a short three-month engagement, Icon:

- Reviewed and simplified both integration requirements and solution proposals
- Provided both architectural and detailed designs for the integration layer
- Analysed options and recommended monitoring and support technologies for the integration layer
- Implemented and tested the integration layer, all the way to deployment in Production

The Outcome

Icon significantly contributed to the successful implementation of the digitisation programme, and our wide architecture experience was key in the early stages of the engagement. As a result, the integration platform underpinning the new IT architecture was delivered for significantly lower cost than initially planned and will scale effectively to meet rising demand. Combined with our deep systems integration and payments expertise, Icon was able to challenge and simplify complex designs and collaborate with our Client to implement a solution appropriate for their current and future needs.