



Case Study: Nationwide Building Society - Credit Card Migration

Nationwide is the world's largest building society with around 15 million customers and assets of around £200 billion. Nationwide has mutual (as opposed to Public Limited Company) status, which means that it is owned by its members.

Nationwide offers a broad range of retail financial services including mortgages, savings, current accounts, life assurance and investment products, personal loans and household insurance.

The Society is the UK's third largest mortgage lender and the second largest savings provider. The Nationwide Group has around 720 branches and customers can manage their finances in branch, on the telephone, internet and post. The Society has around 16,000 employees.

Nationwide's head office is in Swindon with administration centres based in Northampton and Bournemouth and operational service centres in Duffield, Macclesfield and Dunfermline. The Society also has a number of call centres across the UK.

The challenge

Nationwide credit card services were provided via an arrangement with a third party supplier. This outsourcing service agreement expired in March 2008 and Nationwide selected a new supplier as the replacement provider of these services.

Nationwide needed to ensure that the migration from one credit card supplier to the other was seamless and did not impact their credit card customers in any way. Nationwide faced aggressive migration timescales and complex interfaces between the new credit card system and various Nationwide and third party applications.

Changes had to be made to the new system and to a significant number of existing Nationwide applications and interfaces.

Other changes involved modification to interfaces with other existing third party systems used by Nationwide.

To ensure successful migration to this new service, all the systems and interfaces involved needed to be tested extensively.

The solution

Nationwide engaged GamCom, a Nationwide Strategic Development Partner, to work on and test the interfaces between the TSYS system and NBS internal systems. Having worked with GamCom in the past, Nationwide knew that the company had the necessary skills and resources to drive the project forward.

By appointing GamCom, Nationwide secured a team of experts with a wide knowledge of Nationwide applications and environments, and

a can-do attitude that would ensure successful project completion within the given timescales.

To complete the project, GamCom undertook the following activities:

- Conducted initial analysis and information gathering
- Created gap test cases for User Acceptance Testing and new test cases for system testing of Nationwide applications
- Created test plans
- Ran tests and logged defects in Nationwide Mercury Quality Centre
- Assisted in identifying, resolving and re-testing defects.
- Developed system test reports which were used by Nationwide to monitor testing progress and determine if the new credit card system could be accepted.

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Outcome

By engaging GamCom to work on and test the interfaces between the TSYS system and NBS internal systems, Nationwide was able to:

- Offer the enhanced features and functionality of the new service to Nationwide credit card customers
- Meet aggressive migration timescales and avoid delays in gaining overall business benefits
- Improve risk control
- Lower change costs

"The GamCom team has done a remarkable job on the credit card migration project. Without the commitment and efforts of the team, the testing would not have completed on time. Progress reporting was excellent and there was always drive behind any issues to get things moving and resolved. The team overcame various technical obstacles and put in the extra hours to get the testing complete" commented Teresa Railton, Project Manager at Nationwide.

Jeremy Wood, Divisional Director at Nationwide, said: *"Nationwide places great importance on finding new ways to further improve services and member value. By joining forces with GamCom we were able to achieve this. Their commitment, drive and outstanding contribution ensured the project was completed on time."*

About GamCom

Founded in the UK in 1997, GamCom is a specialist provider of software development and consulting services, with particular expertise in financial services. Using state-of-the-art information technology and a stringent quality management system, GamCom helps organisations develop enterprise applications and improve business operations.

From systems analysis through to design, development, integration, testing, deployment and maintenance, GamCom offers a wide range of services for complete or partial phases of the software development life cycle.

As a Microsoft Gold Certified Partner, GamCom has a proven track record in designing, implementing and supporting systems built using the latest Microsoft technologies. In recognition of its innovative extension to Microsoft's Visual Studio Team System, GamCom is also a member of the exclusive Microsoft Visual Studio Inner Circle.

In order to provide a truly unique service, GamCom builds long-term, strategic partnerships with its clients, which are sustained by the following key capabilities:

Agility and passion

GamCom has an enviable can-do attitude and the capability to rapidly and cost-efficiently adapt to changing business needs. This, coupled with a genuine passion for technological excellence allows GamCom to implement highly innovative systems across a range of industry sectors.

Flexibility and cost-effectiveness

On-site, on-shore and off-shore delivery capabilities enable GamCom to provide flexible and cost-effective software development services that meet specific project requirements, budgets and time constraints.

Quality

GamCom deploys the most modern and relevant tools, processes and methodologies through its quality management system to ensure the highest level of quality and customer satisfaction at all times. GamCom is ISO9001:2000 certified.

In summary, GamCom offers the passion, agility and quick decision making process of a small company coupled with the operational excellence and efficiency of a large organisation.



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