



Case Study: Nationwide Building Society — Savings 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

When the Portman Building Society merged with the Nationwide Building Society in 2007, one of the key merger activities was to migrate Portman customer savings account data to the Nationwide systems.

In order to ensure minimum disruption to online systems and existing backend processes, the data had to be migrated over a single weekend. Nationwide needed a solution that was reliable, highly efficient, flexible and reusable which extracted, transformed and loaded (ETL) a large volume of data into the target systems.

The solution

Nationwide engaged GamCom, a Nationwide Strategic Development Partner to:

- Migrate customer savings data from the Portman systems to the Nationwide systems
- Define the architecture and design a blueprint to be used for future projects by Nationwide

The end-to-end migration exercise had to be completed in a 30 hour window. To achieve this, GamCom in conjunction with Nationwide undertook the following activities:

- Extracted the data to flat files from the source Systems using an out-of-box solution to generate flat files
- Moved the flat files to Nationwide using File Transfer Protocol (FTP) with encryption / decryption to safeguard data security
- Transformed the received data for Nationwide systems using Microsoft SQL

Server Integration Services (SSIS)

- Loaded the transformed data onto the target legacy systems through developing custom code
- Generated Reconciliation Reports using SSIS packages

The volume of data to be processed was in excess of 500 million data records. The transformation rules ranged from very complex to simple. The rules were implemented using standard SSIS tasks and techniques together with custom code written in .NET.

The design principles applied for the project were:

- Recovery from any point of failure
- Phased approach based on a given criteria e.g. product types
- Parallel execution of SSIS packages without compromising business dependencies
- Comprehensive logging and error reporting
- Reusable framework for other migration projects

To ensure the quality of the solution conformed to jointly developed standards and guidelines, established development processes and techniques were used.

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Outcome

By engaging GamCom on this project, Nationwide was able to:

- Meet the aggressive timescales
- Perform the migration within the allocated window
- Produce a blueprint and a solution ready for future migration projects

Technologies used

- Microsoft SQL Server 2005
- Microsoft SQL Server Integration Services (SSIS)
- Microsoft Visual Studio 2005 Team Edition for Database Professionals
- Microsoft Visual Studio 2005 Team Edition for Software Developers
- Microsoft Visual Studio Team System
- Control-M (Job Scheduling)

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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