



Case Study: Nationwide Building Society - Strategic Development Partnership

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 is a substantial user of IT products and services, consequently their Technology Division continuously faces the challenges of meeting the requirements of their Business groups, the industry governing bodies and innovative products and services required by its Members.

The solution

To meet these challenges, Nationwide selected GamCom as one of two Strategic software Development Partners in 2006.

GamCom, through this Partnership, provides the following services:

- Software Development
- Testing
- Consulting
- Support and Maintenance

The above services are provided through a flexible engagement model to meet Nationwide's needs. Through this Partnership GamCom is able to be highly responsive through its knowledge of Nationwide's people, processes, architecture and technologies and to provide an outstanding level of value add service.

Peter Stafford, Divisional Director at Nationwide, said: *"Gamcom was awarded Strategic Development Partner status in 2006 because they consistently demonstrated that they could deliver challenging projects and the skills required on time and to budget. Since that time, their flexibility and attention to service excellence has ensured that they have continued to meet the Society's high expectations, while improving overall customer experience and reducing costs."*

Through this Partnership a strong working

relationship has been developed between Nationwide and GamCom built on mutual benefit – taking the right approach, creating the right behaviours, putting the right people and processes in place and managing the arrangement in the right way in order to achieve a successful outcome for both parties.

This Partnership is a collaborative working relationship between Nationwide and GamCom. In contrast with traditional 'arms-length' approaches, this partnering is characterised by a greater degree of openness, communication, mutual trust and sharing of information.

The aims of the Partnership are expressed and measured in terms of business outcomes (on-time, on-cost, agreed quality standards) rather than specific outputs or improvements; hence the success of the partnership greatly depends on people and relationship aspects.

The Partnership management is proactive rather than reactive. Both, Nationwide and GamCom work together to identify optimum solutions and to anticipate and resolve problems in a constructive and collaborative way.

Nationwide – Strategic Development Partnership

Key achievements

Some of the projects that Nationwide has successfully engaged GamCom to work on are:

- Credit Card Migration
- Savings Migration
- Mortgage Origination System
- B2B Mortgage trading platform
- Regulatory changes to Mortgage origination system
- Migration of various legacy systems
- Various enterprise web services
- Corporate Reference Data management System
- Mortgage Intermediary Website
- Online Mortgage Switcher
- Complaint Management System
- Bond Retention System
- Integration of 3rd Party Applications
- Intermediary Contact Management system
- Lending Control System
- Commercial Lending Systems
- Marketing Information system migration
- Testing of various business systems
- Support of various business systems

Based on the track record, the quality of services and the value-add that GamCom provides, Nationwide continues to engage GamCom; some of these engagements are associated with highly-strategic initiatives that Nationwide is in the process of implementing.

Partnership benefits

To Nationwide, the benefits of the Partnership are:

- A competitive environment to reduce costs
- Improved value for money
- More timely and consistent quality deliveries
- Flexibility in resourcing to meet changing demands
- Allowing Nationwide to focus on core competencies
- Technical and procedural innovation

To GamCom, the benefits of the Partnership are:

- Commercial gain to sustain and develop it's business
- Better forward planning
- Greater freedom to suggest technical and procedural innovations

For both the parties, shared business objectives

and a common pragmatic approach in achieving them mean that the partnership offers significant strategic benefits; strength through collaboration.

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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