



Improving business effectiveness with Resolvo's Business Analytics in China Construction Bank (CCB)

Case Profile

China Construction Bank

State owned commercial bank with business focussing on medium and long term lending. Headquartered in Beijing, CCB conducts business across the territory of China with operations in major financial centres.

Industry

Financial Services

Engagement Summary

- ✓ Automated routine report generation
- ✓ Developed business analytical applications for management reporting

Resolvo Business Area

Resolvo Business Analytics
Resolvo Services

Key Benefits

- ✓ Reduced time to generate routine reports by 80%
- ✓ Improved business productivity by more than 20%
- ✓ Improved management visibility on operations and performance

"Resolvo Analytics solutions not only enabled us to improve our efficiency tremendously and also brought a new dimension in managing business through the use of business analytics." –

- Mr Lee Hock Hai, Operations Manager of CCB, Singapore Branch

China Construction Bank (CCB) is one of the 4th largest banks with over 25,700 branches in China. In addition, CCB has established 8 offices regional offices worldwide. The Singapore office commenced operations in 1998 under an offshore banking license.

Business Situation

All banks in Singapore are required to submit periodical compliance reports to the Monetary Authority of Singapore (MAS) for regulatory purposes.

For CCB, as a relatively new offshore bank with limited IT infrastructure and resources, preparing these submission reports used to be an arduous task. Primary business information needs to be extracted from the Oracle® database, calculated and checked by various staff for consistency. "It required 2 staff working for 5 days just to prepare and ensure the reports go for submission each month. This is extremely inefficient", says Mr Lee Hock Hai, Operations Manager, CCB Singapore.

At the same time, management performance reports at CCB were also created on an as-needed basis, and similarly required a substantial amount of time and effort to generate and validate the integrity of the data.

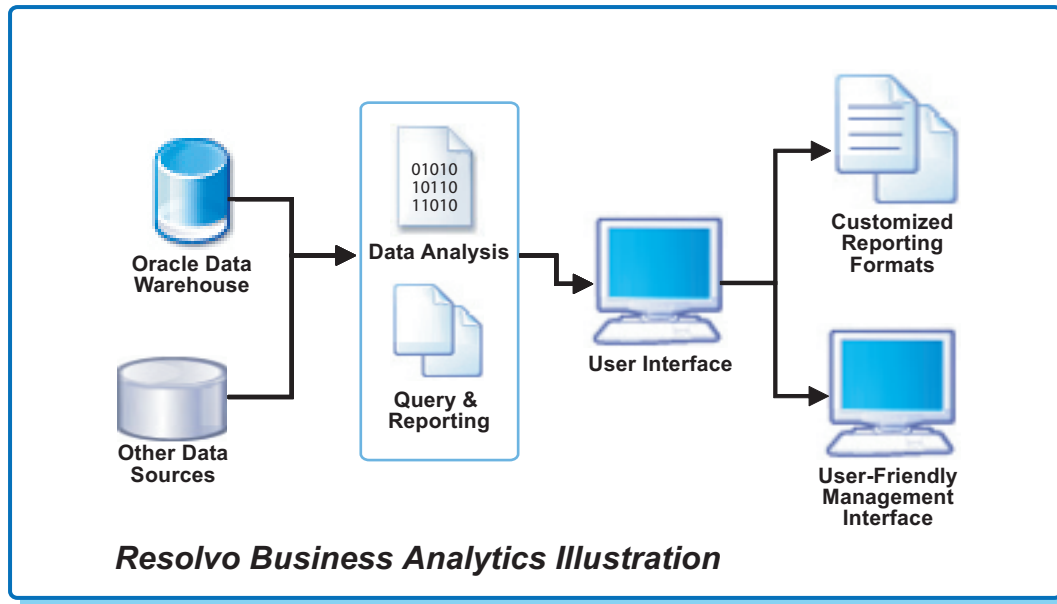
Resolvo's Business Analytics Solution

After looking at several solution providers, CCB sought Resolvo's assistance, in particular, its Business Analytics capabilities to tackle their information management issues.

The Resolvo team started by working with CCB's IT team to understand the current IT infrastructure and how information was stored and managed. Using the Resolvo's Rapid Incremental Approach (RIA), a rapid prototype of the desired information management system was built.

The routine report generation issue is resolved by having an application layer customized to easily extract the required information from the Oracle database. The data is then processed according to the regulatory methods. Specific user-flexibilities are also built to allow users to edit and modify the key sections of the reports.

The Resolvo team also proposed the streamlining of key management data into user-friendly access interface and report formats, providing management with greater clarity of the performance indicators of the business operations.



Key Benefits

Resolvo's Business Analytics solutions made the work of data and information management more efficient in CCB. Gone were the times where long hours needed to be spent on generating the required submission reports and on checking through them to ensure accuracy and consistency.

The Analytics solution Resolvo put in place is able to reduce the time to create such reports by 80% and operate at full accuracy.

Overall office productivity has also increased by over 20% as key information is better managed and the ability to create adhoc reports is much simplified.

CCB management now has a much better understanding of its overall business performance, and can now make use of the information to make better business decisions.

Mr Lee says, "Resolvo's Business Analytics solutions added tremendous value to our operations, in terms of efficiency and also better management visibility of the business."

Working with Resolvo

CCB describes the working relationship with Resolvo as both enjoyable and professional. Resolvo's RIA approach allows the clients to have a good view of the potential solution at an early stage and minimizes changes down the implementation path. "You can sense that the team has a strong commitment to delivery and at times beyond client expectations." says Mr Lee.



Resolvo Systems is a Resource Optimisation company.

We focus on optimizing our clients' business resources ranging from Business Analytics, Office collaboration to their Infrastructure.

Resolvo is also a strong advocate in the adoption of Open Source and Linux in achieving "More with Less" for our clients.

We offer a wide range of products and services aligned in 3 core business solution areas:

- (1) Business Analytic Solutions
- (2) Office Collaboration Solutions
- (3) Linux Infrastructure Solutions

These solutions are designed to support and create value at different levels of our customer's business IT needs.

For more information on Resolvo, visit

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