



IT Cost Optimization

Commercial bank was spending 25% above its industry peers and was looking to reduce IT spend

Client Background

1. Client is a top five Nigerian bank with branches across all states in Nigeria
2. The client had a mix of off-the-shelf and in-house developed applications
3. IT organization was large, with shadow IT support existing in non-IT departments. The operations department had about 30% IT staff, which were in a different cost center from the IT department

Client Issue

1. IT spend historically remained above industry benchmarks, and projections indicated that spending levels would increase in the near term due to plans to enhance their online banking technologies
2. Software and Hardware maintenance, IT procurement and vendor costs were significant drivers of their current spend
3. Overall company drive to reduce costs by 2016. Pressure was on the head of IT to deliver on expected savings

The client engaged EBDS to review its IT OpEx and identify potential opportunities for savings.



Business Applications

Automation of select business processes in back-office functions – Finance and HR

Action / EBDS Solution

1. Benchmarked IT spend based on a delineated categorization of their major IT spend accounts
2. Determined an optimal technology mix for their business applications portfolio and infrastructure footprint. Prioritized cost savings levers.
3. Developed a two year roadmap for the bank to implement changes in their IT organization
4. Currently executing the roadmap, with potential to reduce the current IT spend by 25% (our solution includes use of Gemini for select banking processes)

Impact / Value Delivered

1. Identified cost savings opportunities for the client. Opportunities will be realized within a two year time frame
2. Current implementation could see the client simplify their overall applications portfolio and reduce complexity of their business technology. Additional savings from employee training could be realized
3. The customer has been satisfied with our delivery and continues to engage us for some aspects of their end user support (tier two support service)