



Case Study

Multiple Conversions

“EDGE has taken the extra time and effort working with our company to understand the environment and team dynamics, as well as the work that needs to be accomplished. Their consistent approach to high quality, professional and very talented resources is one of their largest contributions to our company.”

**- Vice President and
Director of Project
Management Office**

Client

Our client is one of the 15 largest commercial banks in the United States, headquartered on the East Coast. With over \$100 billion in assets, the client bank provides a full-range of financial services at over 1,000 locations.

Situation

Our client was in major acquisition mode over a five-year period, with acquisitions and mergers hitting the Information Technology and Operational departments so regularly that often another acquisition would be announced while the current one was in the data mapping stage.

Challenge

The client’s full-time staff was being strained to handle day-to-day operational responsibilities and the volume of the acquisitions was overwhelming. With Deposits, Lending, and Customer Information Systems being hosted at an ASP, the client needed top-notch technically-oriented analysts to perform the due diligence, data mapping, and conversion testing tasks. Further, analysts were needed to assist the hosting application development team, which was also being overwhelmed with multiple requirements.

Approach

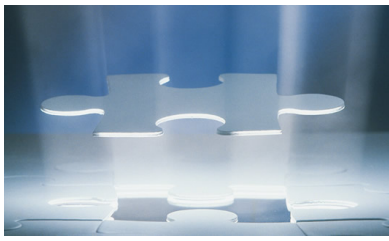
Initially, just a few key EDGE analysts were engaged to supplement the existing staff, with the stated objective of performing the conversion work without impacting client employees.

EDGE analysts led focus groups, which improved productivity and reduced errors for both the business team and technical staff. EDGE consultants created a standard conversion approach, which included full documentation of key deliverables and tasks, a detailed and successful testing methodology, reporting and balancing requirements, and introduced automated testing.

At the client’s recommendation, the ASP Facilities Management Team hired several EDGE resources to supplement their technical development team.

As the client realized the benefits of this fully-documented approach, additional EDGE resources were brought in to staff multiple conversions.





Case Study: Multiple Conversions

When the client completed the last of several conversions and was faced with a large integration project, they called upon EDGE to staff a significant portion.

Result

The EDGE conversion team successfully completed 12 conversions in five years. At one point, the EDGE team was doing three separate conversions over a three-month period. No sooner was the first one successfully balanced and completed, another conversion was due less than a month later. The team successfully completed all conversions on-time and on-budget, without significant impact to the daily operational activities of the bank.

Benefits Realized

- Standardized conversion methodology, including full documentation for each step of the process, allowing the team to add new members as needed for each conversion and get them up to speed in a very short timeframe
- Client was able to re-use standard conversion mapping and programs
- Use of the same EDGE core team from conversion to conversion made for a cohesive, close-knit group of players. Many of these EDGE resources worked together previously at other client sites, which facilitated quick start-up, effective communication and positive team approach.

Client Perspective

“I have worked with EDGE over the past seven years, specifically on acquisition and integration projects. As I have assembled several teams of project managers, business and technology analysts, EDGE has consistently provided high quality, top notch resources. EDGE has taken the extra time and effort working with our company to understand the environment and team dynamics as well as the work that needs to be accomplished. Their consistent approach to high quality, professional and very talented resources is one of their largest contributions to our company. I know I can call them at a moment’s notice and they will have someone working on my request immediately. The professionalism of their team and talent continues to impress me every day!”

***-Vice President and Director,
Project Management Office***

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