SBM

State Bank of Mauritius

A fast-growing bank with
a large legacy infrastructure

Like many successful banks, **State Bank of Mauritius needed to overcome a large legacy infrastructure to realise its growth ambitions.** SmartVista provided a single payments solution for the bank that's already increased productivity, cut TCO and speeded up new product development.

In a rapid migration, SmartVista replaced 13 systems with a single payments solution.

Challenge

As well as being the leading financial services firm in Mauritius, State Bank of Mauritius (SBM) has a growing international presence. It's the world's fifth largest e-commence acquirer of Visa and MasterCard products, with customers in the US, Europe and Asia Pacific regions. The bank is innovative, award-winning and has an enviable reputation for customer service. It has 9,000 POS terminals and 1,000,000 cards at issue.

Like many fast-growing banks, SBM found itself with a large legacy infrastructure – in this case, 13 discrete solutions that managed card issuing, card acquisition and the ATM network. These technologies, which included the Base24 switch and other ACI solutions, together with components from FDI, HP and Datacard, had a range of issues. Some were reaching end of life and needed expensive upgrades, while others needed costly customization. Importantly, the system was not scalable in a way that would support SBM's ambitions for business growth and new product development.

SBM had three objectives in upgrading its cards system: to consolidate and simplify the technology, reduce total cost of ownership (TCO) and mitigate the risks of obsolescence. So to achieve these goals and get the transparency and flexibility it needed, the bank took the decision to unify all its systems. There was however a major challenge: this complex process had to take place in a single migration, with no system downtime.

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Solution

After assessing three alternative systems, **SBM chose SmartVista as the replacement for its legacy infrastructure, citing the product's market-proven record, pure focus on payments and competitive TCO among the reasons for its choice.**

SmartVista also answered SBM's key challenges. It offered the system consolidation the bank needed, while also enabling SBM to bring new products to market quickly and offer new capabilities – such as contactless payments and instant card issuance – that it could not provide with its legacy system.

During implementation, SBM benefited from BPC's project management office (PMO) process. Using proven standards and transferring essential knowledge to the bank, it drives a seven-step migration that is carefully monitored and controlled at every stage. In the end, despite the magnitude of the project, the final migration process was completed in just two hours, with no service disruption.

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Result

The new platform **delivered quantifiable benefits almost immediately.** Now, new products can be launched easily. In less than two years, SBM launched MasterCard Titanium, acquiring for JCB and issuing and acquiring for CUP.

Overall productivity has increased, with the assured transaction response rate exceeding its target by 10x and exceptional operational performance for Visa.

> " Our Migration project to SmartVista from Base24 and several other legacy systems was one of our key infrastructure projects over the last decade. To consolidate thirteen solutions to one solution was a huge undertaking and on paper full of risk. With all risks covered both teams worked together with the Bank's System integrator (HP) to seamlessly perform the migration on time and on budget with no major downtime. We now have a modern scalable foundation for all payments which will allow greater innovation in the future and with our total cost of ownership reduced by over 35%. "
>
> Rajiv Appiah
> E Business - Projects
> SBM

SBM

Non-approval rate down to 9.6%

13 systems consolidated into one

3,000 POS terminals

End migration complete in under 2 hours

1 million Cards at issue

ATM approvals at **86% vs 78% target**

Average ATM & POS response times **over 3x ahead of target**

Assured transaction response rate of **0.05% is 10x ahead of target**

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