2015

Open Systems Global Services

Smart solutions

Since its soft-launch in August-2011 with the first "SOW" (Statement of Work) engagement at HSBC, OST's Projects/Solutions division has gone from a fledgling 1-contract / 1-employee practice to a ~$7 MM business unit in 3 years. In 2014, it was made a subsidiary entity named '**Open Systems Global Services'**.

CORE TECHNOLOGY FOCUS:

- Java & Microsoft suites - Application Development
- ERPs (SAP, Oracle, PeopleSoft, JD Edwards)
- Data Warehousing / Business Intelligence – *BIG DATA*
- IT Infrastructure Management, Network Security & Data Privacy – *CLOUD COMPUTING*
- Mobile Enablement / *Mobility Solutions*

OST's DNA:
- Highly-skilled employees
- Multiple skills quotient - domain plus technology
- Good communicators, carefully selected-high native intellect and strong work ethic
- The best people who exhibit the 3 A's: Ability, Attitude& Approach

People who work diligently and intelligently.

Venkatesh Sadagopan
OST Global Solutions

The Bank was looking to revamp their 'KYC' processes and system, as part of a larger client on-boarding program called 'COBAM', in response to an urgent regulatory need. To that extent, they had developed an overall strategy and roadmap for the overhaul. As an immediate deliverable, the bank planned to rollout a tactical (semi-strategic) KYC platform to mitigate regulatory risks. The platform was to be implemented using aproduct developed internally. In order to assure delivery and assist with the implementation, the Bank reached out to OST.

Delivery
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Glossary:
- KYC: *Know Your Customer*
- AML: *Anti Money Laundering*
- COBAM: *Client On-Boarding in Asset Management*

AML/KYC REMEDIATION PROJECT

The Bank received significant censure from the State / Federal Banking Regulators due to failures in internal AML / KYC policies and procedures.

Objetives of the engagement were:
- Prioritization and remediation of all clients up to the new KYC / AML policy standard.
- Implementation of new BAU processes designed to adhere to new policy requirements.

What we did:

A global program established to remediate the customer base on a risk management/risk prioritized basis across process, technology, operational, business, compliance and policy work-streams.
- *OST-New Dover* PMs acted as SMEs in the solution development and implementation of a fast moving, highly dynamic solution which was focused around a new centralized KYC delivery capability.
- Prepared, reviewed and finalized business and functional requirements needed for the custom KYC application under development to manage & track cases from initiation to approval.
- Planning and analysis of various lines of business in preparation for their take on into the centralized KYC solution – process and requirements.
- Issue analysis and resolution for the production teams as the problems identified related to technology solutions.
- Down-stream process and system review and analysis for implementation of post approval processes, including AML watch-lists, PEP scans and Schedule D reviews.

Technology Demand Management
- *Gatekeeper to technology responses from the perspective of the KYCS team. Performed readiness reviews and detailed analyses of the technology responses to ensure fitness for purpose and end to end practical process match.*
- *Several technologies ultimately employed with OST-New Dover analysts fundamental in the review and deployment of each item.*
- *Developed front to back testing strategy and test execution against business requirements, practical requirements and production log experience.*
- *Managed UAT to bank standards on an end to end basis, preparing appropriate scripts, managing execution and delivering release approvals to move the software into production. Change Control*
- *Developed program-wide change control function with New Dover PM's as the gatekeepers, tracking and managing change, across the operational solution, IT, process, documentation and policy.*

Outcomes:
- High Risk clients successfully remediated.
- Affiliate clients successfully remediated.
- Medium and low risk clients in good progress for an upcoming deadline.
- Sub Advised Funds clients in progress for staggered risk prioritized completion.
- Operationalization of the project knowledge into permanent "BAU" teams post project completion.