



Wesleyan Bank Case Study

Background

Wesleyan Bank is a wholly-owned subsidiary of Wesleyan, a specialist financial mutual founded in Birmingham in 1841.

In recent years, Wesleyan has developed a highly successful business model providing tailored financial advice and products to select professional groups, notably GPs, hospital doctors, dentists, teachers and lawyers.

Wesleyan Bank offers a range of deposit accounts, unsecured personal loans and commercial loans. In February 2015, Wesleyan acquired the Syscap group of companies (Syscap), which provide short term loans to the professional sector (similar to the Bank's current commercial offering). They are also the UK's leading independent provider of asset finance in the IT sector.

Challenge

Wesleyan Bank made the decision to replace its aging legacy system in 2013 to support its ambitious growth plan.

The Bank is a leading provider of short term commercial loans in the legal market and wanted to expand its reach into other core customer markets such as accountancy, medical and dental. Wesleyan wanted a system that could streamline processes for its staff and customers, allowing enhanced customer service and ease of use for bank personnel.



**Steve Deutsch, CEO,
Wesleyan Bank**

The Bank required a robust, out-of-the-box package which could be configured to support its growth plans. The system needed to be scalable, modern and future-proof.

Wesleyan required a system provider that had experience in data migration due to the need to mine the database for marketing and business development purposes.

“The most important objective for this project was to improve the efficiency of processes for our clients and our staff,” explains Steve Deutsch, CEO, Wesleyan Bank, “After speaking to other Sword Apak clients (including United Trust Bank and Unity Trust Bank) we were reassured by Sword Apak’s capability to deliver this and its ability to support us as we continue to grow.”

WESLEYAN

we are all about you

Benefits

Flexible Banking & Finance Platform

Modern Architecture

Future Proof Technology

Unique User Configurability

Advanced Workflow Functionality

Extensive Staff Training

Internet Functionality

Seamless Integration With Existing Infrastructure

Structured Migration Process

“Aurius is successfully supporting our business growth and meets the competitive demands of our business. The modern architecture and advanced functionality enhances our dynamic business and the knowledgeable and experienced Sword Apak staff have supported us throughout the project and beyond.”

Steve Deutsch, CEO, Wesleyan Bank

Solution

For Wesleyan, as with many small to mid-sized banking institutions, Aurius offered an effective and agile alternative to legacy and traditional banking platforms. Following a rigorous selection process Wesleyan Bank selected Sword Apak's core banking platform, Aurius, as it offered a flexible, out-of-the-box solution that had the ability to integrate with Wesleyan's existing IT architecture.

Integration of the system into Wesleyan's IT infrastructure was a key part of the project. The modern, open SOA nature of the Aurius platform enabled the solution to be seamlessly integrated into the Wesleyan Group's existing IT infrastructure. This included interfacing with key elements such as:

- Oracle document management repository
- KnowCo KST stress testing solution
- Regulatory reporting package
- Business intelligence and reporting system
- Payments gateway – including CHAPS, faster payments and direct debits
- Active Directory
- Experian identity checking service
- Experian credit score service
- Kofax document scanning engine
- Internal and external email systems
- WorldCheck PEP sanctions checking.

The implementation and migration was carried out by Sword Apak's experienced implementation team working in conjunction with Fairmort's specialist data migration team.

The rapport between the highly experienced Wesleyan and Sword Apak business analysts enabled the project to progress smoothly, with minor issues being quickly rectified and the teams supporting each other throughout the process. "The partnership worked together to ensure the process ran as efficiently as possible, sharing knowledge and experience and building strong working relationships," comments Steve Deutsch.

The Sword Apak team holds a wealth of knowledge around banking and finance systems and their previous experience of implementing Aurius into similar banking institutions helped steer the project for Wesleyan successfully.

Results

The Sword Apak internet application and servicing modules that were administered alongside the core banking system provide Wesleyan's customer base with a more flexible and convenient way to use Wesleyan's banking services whilst freeing up bank staff to provide a better call centre experience for customers who prefer that channel.

Online deposit account and personal loan application portals allow new applications to be processed efficiently and automated identity and credit score checking allows the bank to reach an acceptance decision quickly.

The workflow functionality within Aurius has allowed Wesleyan Bank to automate many of its retail banking processes covering the full lifecycle of banking products from acquisition to maturity and closure. The workflow module provides a convenient work list to each employee in real time ensuring that tasks are handled by the correct employees in the most efficient order.

The system facilitates an easy setup of new products through the online product definition functionality. Products can be designed, tested and implemented quickly without disruption to the business and without a need for constant development services from Sword Apak.

Due to its high degree of configurability and its feature-rich specification, Aurius is able to support Wesleyan Bank's ambitious growth plans and efficiently streamline its processes to enable the bank to provide an enhanced level of customer service to its clients and provide ease of use to its staff.

The success of the implementation along with the efficiency savings provided by the system have recently led to Wesleyan Bank being awarded "Most Effective Back Office Initiative" at the [Financial Innovation Awards](#) following the launch of the Aurius core banking system.

"Aurius is successfully supporting our business growth and meets the competitive demands of our business," comments Steve Deutsch, "The modern architecture and advanced functionality enhances our dynamic business and the knowledgeable and experienced Sword Apak staff have supported us throughout the project and beyond."

"We are proud to support Wesleyan Bank as they continue to grow in the competitive marketplace," comments Mark Elliott, Director of Banking, Sword Apak, "Aurius is the ideal solution for many challenger banks due to its flexible and scalable functionality. We look forward to continuing our work with Wesleyan Bank to support the streamlining of their business processes to enhance customer service."



Mark Elliott, Director of Banking, Sword Apak

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