



Case Study-Application Management Services

Clients

Nurture has strengthened its Application Management Services across Globe over period of last decade. We currently provide application management services to multiple banks including United Bank of India, Andhra Bank, Vijaya Bank, Nations Trust Bank.

Nurture has successfully provided Application Management Services at SBI Multi country Support as well as at Arab National Bank, Riyadh.

Our specialized focus in Finacle L2 Application Support (core Banking Solutions), Product Customizations and E Banking on Finacle 7X and 10X Versions helped us achieve tremendous success for our clients.

Broad Scope of Support & Services

- Environment Maintenance: T & D, Production, Training, Disaster Recovery Centre and Near DR site
- Finacle core application including related applications like connect 24, CSIS
- CTS interface with CBS
- E-banking Management
- Other Interfaces with Core Banking and E-Banking

Activities

- L2 Support for Finacle application -core Banking, e-banking and related interfaces.
- Analysis and resolution of Finacle, e-Banking applications and interfaces related issues during operations and maintain proper log for the resolution provided
- Assist bank team/Support team for resolving all the application issues reported including customisation delivered and deployed in production
- Assist bank team/Support team relating to EOD/BOD issues and operations till the activity is completed
- Understand the bank policy and related product setup in Finacle and Liaison with Bank's teams to answer end users queries and helping the bank in product setup
- Coordination with Bank IT/Functional teams for the Month end, Quarter end, Half year end and Year end activities and DR drill activities planning and execution. Resolution of the issues reported during the execution of the above with in specific periods
- Document maintenance report on customisations done and updating the same as and when changes
- Coordinate with L3 support vendor in case of product/bug enhancement requirement and follow-up with the vendor for early resolution. Provide alternate solutions while pending final resolution to help the bank to continue with the business functions



- Services Maintenance and Patch Development, Ensuring application in T & D, Production, Training, DR and Near DR are up and running. Maintenance of services in production (both in DC, DR and Near DR), T & D and training environment
- Participate and support during the disaster recovery activities, Maintenance of all services during DR drill
- Deployment of product/customisation patch as per the change request both in DC and DR and maintenance of consistency of application between DC and DR and among all servers at all times.
- Adherence to the change management policy implemented by the bank. Maintaining proper and adequate document for all the services and updating the same as and when changes happen
- Monitoring of all the services and ensuring the availability of application at all times
- Participate in discussions, meetings, planning for all production issues. Periodic review and Status reporting
- Undertake modifications/enhancements/finetuning for the Finacle interface related scripts to improve the performance

Innovations Delivered

- Proactive Mobile Alerts for errors encountered related to services like CSIS, NEFT, RTGS etc.
- Developed too for the movement and backup of scripts into all servers for consistency and error free deployment
- Developed tool for daily report generation
- Automated SQL for daily calls resolutions
- Cronjobs are created for file system maintenance
- Automation done for processing of Neft messages
- Most of the activities are automated through schedulers in E-Banking

Best Practices

- Follow Standard Operating Procedures
- Check lists maintenance for EOD BOD and Morning activities
- Month End schedule preparation and Roll out before 10 Days
- Monthly Review Meetings Module wise with client
- Knowledge transfer session within team for backup
- Maintaining Patch Movement tracker
- Regular Team Meetings
- Well Defined Protocol for communications and Escalations
- Planning and Execution of Major Activities
- Proper Testing of Deliverables
- Best Coding Standards – Naming convention, Parameterization etc.
- Regular Fine Tuning of Services and DB Performance Activity