

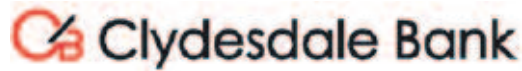
*i*meta

iMeta contributes to business expansion by delivering secure online banking system.

Clydesdale Bank

case study

Clydesdale Bank



iMeta has recently completed the delivery of the secure online banking system for the new Clydesdale Bank International operation in Guernsey.

Clydesdale Bank plc is a subsidiary of the National Australia Bank Group of companies, an international financial services group operating across four continents and 15 countries including Australia, the United States, the United Kingdom, New Zealand and Asia.

Clydesdale Bank was established in 1838 in Glasgow and has a proud history of innovation and support for Scottish industry and communities. With 2,800 staff and 180 branches, Clydesdale is one of Scotland's largest banks and is currently expanding its operations into the South of England with its innovative Financial Solutions Centres, offering customers a highly integrated business and private banking service.

The Challenge

As part of their ongoing business expansion into the offshore market, Clydesdale Bank had identified a need to build an offshore online banking system that would enable them to boost their presence in the sector.

They looked at an administered banking option via a local Private Bank which enables organizations to offer offshore banking without necessarily taking the course of setting up their own infrastructure offshore.

iMeta and the Private Bank had successfully delivered offshore banking systems to major financial organizations and were seen by the Clydesdale Bank team as experts in the field. iMeta were therefore commissioned to build a feature rich customer facing web interface to an existing banking application that had to be delivered in the very challenging timescales set by the business and in cooperation with the local bank.

The Solution

iMeta worked closely with both partners to design an end-to-end solution that would fulfill their current requirements and also grow with evolving market needs.

With the new system, Clydesdale Bank customers' can apply for an account online, logon and manage their account, request transaction statements, create regular payments into a nominated bank account, transfer money between offshore accounts, update their personal details online and send secure emails to the bank.

"The iMeta team has been a tremendous asset to the project, they took the time to really understand our business priorities and delivered a solution that exceeded our expectations" says Gary Nilsen, Project Manager at Clydesdale Bank. "We needed a solution that could grow with us so they looked at how their solution would morph into where we want to be in 5 or 10 years time thus ensuring the solution is future proof".

"As an application, it has ticked all the right boxes: the branding, the performance, the security, the integration with legacy – that was a bonus for us".

Gary Nilsen
Project Manager
Clydesdales Bank



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The benefits

Built using the latest Microsoft .NET 2.0 Technology, the iMeta solution delivered a flexible interface that allowed Clydesdale Bank to tailor the customer experience in very short timescales. The corporate branding changed in the middle of the project and was immediately updated within the new system without incurring additional branding costs.

The solution provided by iMeta enabled a phased approach to the project with additional phases being planned to further enhance the customer experience and thus making the solution future proof.

“Working with iMeta is very straightforward, there is natural willingness to recommend a solution that is appropriate for what we are looking for and it is always delivered with a high level of performance, exceptional quality and inherent flexibility” says Gary.

Find Out More

Please visit www.imeta.co.uk or contact us via the information below



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