THUNDER LABS

CASE STUDY: BANKING INDUSTRY

# FAST-TRACKING PROCESS DIAGNOSTICS FOR TECHNOLOGY CHANGE

## CHALLENGE

The client faced a major challenge: several legacy workflow systems were approaching end-of-life, and support would soon be withdrawn. But simply swapping out the old systems wasn't enough.

With operations spanning 66 countries and 39 million customers, these systems underpinned critical processes across multiple business lines. The real challenge was ensuring the replacement didn't just replicate outdated workflows, but aligned with current business needs. Without a clear view of the processes affected, the risk of introducing inefficiencies, misaligned functionality, and costly rework was high.

## SOLUTION

Using our team's platform, users analysed back-office operations in just two days — far faster than the usual 6–8 weeks.

This gave them a clear project storyboard for stakeholder engagement and helped keep deliverables on track. Key improvements included cutting down manual documentation and eliminating duplication that was slowing things down.

## RESULT

- Significantly less time invested. 4 SME meetings lasting 90 minutes each
- The SME had a strong case to present to management around specific and measurable benefits they could achieve with minimal effort
- The team is now equipped to analyse their current practices to create further efficiencies.

## CALL US

**Customer onboarding slowing you down?**
If your team is buried in complexity and chasing approvals, we can help clear the path. Let's talk.

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