

## NTT DATA Consulting led high-stakes replacement of wholesale lending platform responsible for 40% of client's revenue

### Challenge

*Massive initiative to replace antiquated wholesale lending platform hindered by lack of consensus and expertise.*

NTT DATA Consulting's client — a Top 20 U.S. Financial Institution — faced regulatory pressures, customer flight, and business disruption unless it replaced its 30-year-old wholesale lending platform. The client selected a new vendor-based platform that would improve the quality and efficiency of its loan origination, servicing, and documentation capabilities. However, getting the initiative up and running posed a host of challenges, among them: aligning business and technology teams, implementing large-scale change, and managing the overwhelming number of project components and stakeholders.

### Solution

*NTT DATA Consulting's advisory and delivery expertise drove rapid plan development and program execution.*

The client turned to NTT DATA Consulting for its recognized leadership in managing complex projects and change initiatives, as well as its ability to build cross-enterprise consensus.

NTT DATA Consulting's contributions included:

- Instituting a program execution framework within 30 days
- Creating detailed planning roadmaps to achieve business and regulatory-driven milestones
- Designing plans for the cocurrent deployment of a servicing system conversion, originations, platform, and loan documentation systems
- Providing project and wholesale lending SME resources to complement existing client teams
- Building out a formal organization design and change management strategy and launching key initiatives to support technology delivery timelines

### NTT DATA Consulting Client Success Story:

Top 20 U.S. Financial Institution

#### Offerings:

Process Business Optimization

Optimization Design  
and Improvement

Organizational Design and  
Change Management

Project Management Office (PMO)

#### Client Results:



**90-day fast tracking  
of project planning  
and milestones**

NTT DATA Consulting's expertise drove rapid roadmap development and program execution.

## Results

**NTT DATA Consulting got the client's multi-year platform replacement initiative on track and kept it moving on schedule and on budget.**

### Complexity

NTT DATA Consulting planned three concurrent system deployments that encompassed:

**125+**  
applications

**20**  
LOBs

**20,000**  
associates

**10**  
system sunset efforts

**3-5**  
year project life span



Fast-tracked roadmap development, strategy refinement and mobilization of resources — and positioned initiative for long-term success

## About NTT DATA Consulting

NTT DATA Consulting takes an industry-centric approach to business and technology consulting. We seamlessly integrate business strategies and enabling technology to help clients accelerate business-driven transformation and compete in the digital world. NTT DATA Consulting has the unique ability to create end-to-end solutions by tapping the entirety of NTT DATA's global technology and business process capabilities. In financial services, our 1,000-plus business consultants and 4,000 technology experts work with 25 of the leading financial institutions in North America. Visit [www.nttdata.com/USconsulting](http://www.nttdata.com/USconsulting) to learn more.

## About NTT DATA

NTT DATA is a leading business and IT services provider and global innovation partner with 80,000 professionals based in over 40 countries. NTT DATA emphasizes long-term commitment and combines global reach and local intimacy to provide premier professional services, including consulting, digital, managed services, and industry solutions. We're part of NTT Group, one of the world's largest technology services companies, generating more than \$100 billion in annual revenues and partner to 80% of the Fortune 100. Visit [www.nttdata.com/americas](http://www.nttdata.com/americas) to learn more.

## Let's Get Started

**To learn more about how we can help you succeed, please contact:**

[www.nttdata.com/usconsulting](http://www.nttdata.com/usconsulting)

704.936.1600

[ntt.data.consulting@nttdata.com](mailto:ntt.data.consulting@nttdata.com)

 @NTTDConsulting

 /NTTDATAConsulting

## Client Quote:



**NTT DATA**

**Consulting is very solid in the home**

**and wholesale lending space; they are people that really understand the business. They are able to bring resources with real expertise to the business — in every individual on the team."**

**- Top 4 U.S. Bank**