

NTT DATA Consulting's testing expertise kept mortgage processing system conversion on track to deliver \$26 million in savings

Challenge

Lack of in-house testing capabilities threatened high-stakes conversion effort.

NTT DATA Consulting's client — a Top 4 U.S. Bank — planned to convert its vendor-based mortgage processing system to the proprietary one used by the large mortgage lending company it had recently acquired. Converting systems offered numerous advantages, including better knowledge management, more robust processing capabilities, and a lower cost-per-transaction rate. But the client soon realized it lacked the testing expertise and resources that the conversion project required. Failure or delay on the testing front could prove costly: hundreds of thousands of dollars in vendor software fees; additional man-hours; damaging system errors; compromised customer experiences; and even lost market share.

Solution

NTT DATA Consulting brought knowledge, speed, and experience.

The client turned to longstanding partner, NTT DATA Consulting, to solve its testing dilemma. NTT DATA Consulting knew the client's business and mortgage processing system inside and out and was already spearheading the conversion project. Plus, it had the testing experience and program management skills required to quickly and successfully oversee this demanding component of the project.

NTT DATA Consulting developed an end-to-end strategy that established objectives for each testing phase, standardized reporting and communications for the large, geographically dispersed team, and then managed and monitored the entire process.

NTT DATA Consulting Client Success Story:

Top 4 U.S. Bank

Offerings:

Change Management

Solution Design and Development

Testing and QA Services

Process Optimization, Design,
and Improvement

Client Results:



**\$26M in savings from
conversion effort and
successful testing**

NTT DATA Consulting's management of risk, quality, and delivery issues was key to improved customer experience.

Results

NTT DATA Consulting's testing strategy and management ensured a fast and seamless transition to the new mortgage processing system.



\$26M

in savings from conversion effort and successful testing



3.2

customers successfully and seamlessly converted



70

applications tested and

2,000

defects identified and resolved in

30

days

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 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 to learn more.

Let's Get Started

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

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Client Quote:



NTT DATA

Consulting has deep knowledge of our

organization, its issues, and its people. NTT DATA Consulting is familiar with start-up times and learning curves, and they build networks with people very quickly.

- Top 4 U.S. Bank