Regional Australia Bank

At a glance

Business
Merged and migrated customer data and core system

Industry
Banking

Challenge
HCCU and Regional Australia Bank merge banking systems and migrate data: two banks into one

> Merging two banking systems is no easy feat. Under tight deadlines, experteq was able to merge 150m+ transactions from both banks into one core banking system, with 85,000 customers continuing to be able to use their mobile banking apps. No Australian bank had ever migrated Real Time Payments (NPP) between sponsors before, so we're delighted to have managed an Australia-first. Thank you, experteq!

Rob Hale
Chief Digital Officer, Regional Australia Bank

About the company

Regional Australia Bank is a member-owned bank with a reputation for being flexible, personable and able to make the complex simple. Regional Australia Bank has grown to become a premier banking alternative to the 'Big Four' banks. They continue to add value to their members by recognising everyone's circumstances are different and providing personalised financial solutions.

Regional Australia Bank currently has 85,000 members and 300 staff. Its roots are in regional NSW and its head office is in Armidale, regional NSW, with branches in Armidale, Barraba, Bingara, Cobar, Coffs Harbour, Coonabarabran, Denman, Dubbo, Glen Innes, Gloucester, Green Hills, Guyra, Inverell, Kempsey, Laurieton, Manilla, Merriwa, Moree, Mungindi, Muswellbrook, Narromine, Port Macquarie, Quirindi, Sawtell, Scone, Singleton, Tamworth, Taree, Tea Gardens, Tenterfield, Trangie, Tuncurry, Uralla, Walcha, Warialda, Wauchope, Werris Creek and Wingham.

Holiday Coast Credit Union (HCCU) merged with Regional Australia Bank on 1 July, 2019, with the objective of delivering financial and non-financial benefits to members of both banks. With this merger of banking entities came the need to minimise disruption to members while merging the banking data of two disparate systems and migrating the merged system to its new home on secure and fast data centres.

www.regionalaustraliabank.com.au

Background

With the date of the legal merger of HCCU and Regional Australia Bank fast approaching, both were aware that advanced technological requirements would be required to tie the systems together smoothly. Functional, responsive and fast banking services are indispensable for businesses and individuals alike, with outages leading to inconvenienced, unhappy customers, so it was mission-critical to minimise downtime and impact while maximising future added value for over 85,000 customers across 45 branches of two banks.

To better suit the new, more complex needs of the merged banking entity, experteq migrated banking data from a private data centre to experteq data systems, and merged core banking system data from two banks into one, involving over 150 million transactions. This project was conducted under extreme time pressure, due to factors outside of experteq' control: with only 178 days between the Statement of Work being issued and the completion of the systems merger, time was of the essence.

Challenges

- Very tight time-frames

- Needed to continue to "run the bank" during the merger

- Multiple dry runs were conducted in run-up, each required significant resourcing effort

- Managing outage window, keeping it as small as possible to minimise customer impact

- Coordinating 11 third-party organisations to all come together at once

- Different versions of core banking systems so migrate, upgrade and merge required

Benefits

- A single banking system simplifying customer service and management

- Financial economies of scale with platform and software licencing, numbers of servers and volumes of data

- Limited duration of distraction enabling staff to rapidly get back to core work and customer focus

- Better value, support and access to services for members

- Successful banking system merging and migration with minimised impact on customer base

Implementation

This project was highly successful, achieving less than 24 hours of downtime to complete the entire process, with no major issues upon completion, all project deliverables completed, and highly positive customer feedback. 85,000 customers were able to continue to use their existing banking apps, and Visa Debit, EFTPOS, ATM and credit cards were unimpacted.

Detailed planning resulted in a 261-step activity run sheet for the Go Live weekend, with Regional Australia Bank proactively telephoning over 2,000 customers beforehand (the most impacted customers), and over 1,100 calls taken on the Monday morning with average wait time of only 1m:43s.

Why experteq?

✔ **Heritage**

Over 30 years of rich history and proven success, with a solid foundation backed by well-established organisations.

✔ **Security**

We're highly regarded for the way we secure and protect our clients' IT systems and infrastructure and for how we help ease their transformation journey to digital success.

✔ **Reliability**

Our customers consider us a 'safe pair of hands', because we're reliable and dependable in the delivery of robust solutions and services.

✔ **Compliance**

We're highly skilled in compliance and enable our customers to meet the ever-changing compliance requirements.

✔ **Expertise**

Our team brings the skills, knowledge and systems that distinguishes us from others.

✔ **Collaboration**

We collaborate closely with our clients and have also achieved prestigious status with our technology partners.

" With experteq, our customers enjoyed a smooth transition as we embraced this exciting new growth stage for Regional Australia Bank. Customer and staff feedback was excellent, and we are now better prepared for the future.

Brad Hinton
Chief Operations Officer, Regional Australia Bank

experteq

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