



Unlocking Real-Time Customer Insights: Universal Bank's Journey to a 360° Customer View with Query Response Below 1 Second

Customer

Our customer is one of the largest and most innovative financial institutions in Poland. It is also one of the fastest-growing banks in the country, providing services to individual customers, SMEs and large corporates, and offering financial services to the highest standards, supported by modern banking technology.

Business challenge

Inconsistent customer information across systems, database overload, and a lack of real-time information access, led to inefficiencies in online banking and the call center's performance. Additionally, delays in reflecting money withdrawals in the system contributed to fraudulent activities.

The customer required the consolidation of disparate databases, simplification, and centralization of customer data retrieval processes, alongside the imperative of immediate data accessibility.

Solution

- Consolidation of a heterogeneous database environment containing: Oracle, MS SQL Server, IBM DB2, and Informix.
- Set up and optimization of the environment to facilitate seamless implementation and ongoing maintenance of replication using Oracle GoldenGate.
- Implemented and maintained data replication mechanisms bridging databases with Oracle Coherence software.
- A new bank CRM extensively using Oracle Coherence to get data from source systems with a response time below 1 second for any query.

Results

- Query response time below 1 second, delivering real-time transactional insights.
- 360° customer view available in a real-time.
- Data silos eliminated, information always available in one central repository, accessible from any application.
- Information, always available in a central repository is consistent and up to date across multiple applications: online banking, brokerage, CRM, call center and more.
- Fraud prevented due to eliminating delays in the posting of transactions.

What our clients say about us:

“The Goldenore team stepped in and delivered a solution of great value to Paysafe. Their approach is very professional, and they have delivered outstanding results.”

Aleksander Stankov,

VP IT Production Operations, Digital Wallet and Shared Services, Paysafe.

“Goldenore always tries to fulfill the entrusted tasks and are open to possible changes in priorities during the project. In critical moments, Goldenore dedicates additional resources to meet the project schedule.”

Tomasz Kędziora,

IT Infrastructure & Security Director at PLAY, the largest mobile network in Poland.

Why Goldenore?

2013
founded

+100
active clients

5
countries

+50
skilled professionals

Since 2013

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Contact us to help you make your data work for you!