SYSTEMSOFT
TECHNOLOGIES™

CASE STUDY

TEACHERS MUTUAL BANK

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Situation

Teachers Mutual Bank (TMB) wanted to streamline its banking operations, create APIs that can connect Ultradata's customer relationship management system to more points across its business, and take advantage of its newly created customer data warehouse.

However, the bank's manual, time-consuming integration processes required custom coding, an approach that was not fast enough to meet its business goals of accelerating the responsiveness of its IT operations and transform its business.

Strategy

System Soft Technologies implemented a unified Boomi platform to help transform TMB's digital business strategy.

With Boomi, TMB in a trusted partnership, System Soft was able to modernize its legacy banking operations and integrate approximately 40 applications, including customer-facing apps, a financial management app and Spriggy, a prepaid Visa card for minors, which can be managed through its mobile app.

The client also released a mobile banking app, which uses Boomi integrations to create a seamless, digital banking experience. And support for a new omnichannel, single-screen view for customer support was established.

Outcome

As a result of using Boomi to transform TMB's digital business strategy, it was able to build an omnichannel customer experience, rapidly launch new financial technology offerings and reduce integration times by 90 percent.

Business users can now build their own connections, reducing demand on IT for bespoke help. This also lowered IT operating costs with flexible, dynamic connectivity and minimized manual work, such as custom coding to build integrations, and automated and streamlined banking operations for core business systems and workflows.

Conclusion

Credit Union leaders are challenged to deploy and scale technology to addresses today's most pressing demands. There are increasing expectations for virtual services by members and employees, coupled with a daunting expansion of unpredictable security risks. Compliance is on the rise and becoming more complex to deliver and manage, while costs are increasing, and scalability and integration of data are more difficult and intricate every day.

System Soft's Banking and Credit Union experts deliver integrated services that use delivery accelerators to support financial services leaders who are looking to aggressively and expeditiously:

Adapt

Establish adaptive workforces and deliver digital workplaces in support of new skills focused on member service, product innovation, member relationship management and digital engagement.

Connect

Build native cloud infrastructure and software architectures that accelerate core modernization, connect ecosystems, eliminate siloes and embrace external financial technology partnerships.

Design

Launch new digital products through innovative engineering that spans design, development and deployment to support speed to market, product agility and customer innovation.

Optimize

Leverage intelligent automation, robotic process automation and analytics fueled by machine learning to drive more efficient operational ratios and member services.

Financial institutions of all sizes can benefit from System Soft's collaborativecustomizable financial services solutions. Contact System Soft to learn more.

ABOUT SYSTEM SOFT

OUR SUCCESS STARTS WITH YOU

At System Soft Technologies (SSTech), we are a family unit powered by diversity, inclusion, transparency, respect, integrity and passion for our clients and our people. Our business growth depends on your professional development, as we collaborate, share ideas and innovation, and invest in our future. By forging a meaningful partnership with our people, we come together with the same purpose, exceeding our goals. This keeps us nimble, ahead of the competition, and on top of our industry. Our continued success begins with you.

Accelerating Innovation.

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