CASE STUDY

bbci

A DIGITALISATION STRATEGY FOR A PROXIMITY SERVICE

ERI®

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ABOUT BBCI - A BANK THAT INVESTS IN THE FUTURE

Banque Burundaise de Commerce et d'Investissement (BBCI), established in 1988, is a dynamic retail and investment bank with the ambition of becoming the local market leader, with an international outlook. The bank's main objective is to be a benchmark in terms of customer service quality as well as for its digital offering. To achieve these objectives, BBCI has focused on acquiring new talent and implementing new technological tools capable of supporting its future growth.

BBCI offers all the services of a retail bank, including:

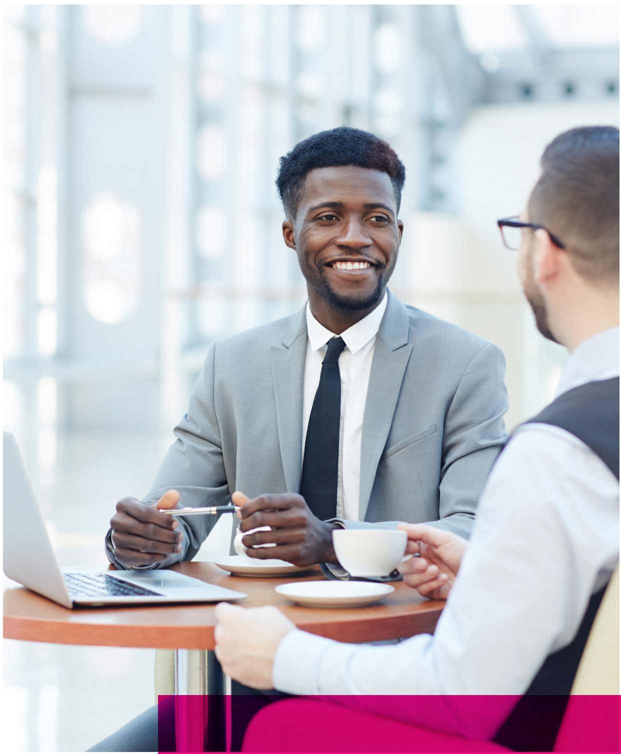
- account opening for individuals and businesses
- transfers/cheque remittance and certification
- credit applications
- cards management with national and international withdrawals

Mobile Banking also gives customers continuous access to the bank's transactional and consultation services, wherever they may be. All these services are the bank's main areas of development.

Customer satisfaction is at the heart of the banking profession at BBCI. To meet its customers' expectations regarding online service offerings and the needs associated with the dematerialisation of financial services the bank embarked, in 2017, on a digitalisation strategy enabling it to innovate by diversifying its products while strengthening its proximity to its customers.

CHOOSING A TECHNOLOGY PARTNER

As a result, in 2017 BBCI issued an international tender to leading banking technology providers to replace their existing Core Banking system. Replacing this critical system was the cornerstone of the bank's digital transformation.



The existing core banking system no longer allowed the bank to innovate, due to its functional and technical limitations. At the end of the selection process, BBCI turned to ERI to implement OLYMPIC Banking System as their new technological platform to support their front to back-office activities.

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The new system had to be capable of supporting the needs of a bank that is constantly evolving. Adapting quickly and flexibly to internal changes thanks to a modern, 100% SOA architecture with APIs enabling seamless connection to an ecosystem of partner solutions, was a particularly important aspect for us.

Sadrack Njonkou
Director of Risk Management & Compliance - BBCI

The implementation project was jointly framed by the ERI and BBCI teams to span 12 months and began in 2019. The project had two main components: firstly, the deployment of OLYMPIC Banking System and, secondly, the training by ERI consultants of the bank's project team, which will then train future users by business line. The migration to OLYMPIC Banking System was finalised in June 2020, with the system going into production on 30 June.

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The factor that differentiated ERI from the competition in this tender was the robustness of its platform, OLYMPIC Banking System, and its ability to process data in real time, which enabled the bank to improve its operational efficiency and thereby significantly increase the quality of service offered to customers.

Yannick Canzo
Director of Sales - BBCI

THE STAKES AND CHALLENGES OF A DIGITAL PLATFORM AT THE HEART OF THE BANKING PROFESSION

In an increasingly regulated market context, both in terms of compliance and security, the Burundian government has introduced a nationwide anti-money laundering initiative, compelling banks to adapt to ensure full traceability of transactions and significantly reduce the handling of cash.

Simplifying procedures and making them more efficient were the key objectives of the project, along with managing operational risks associated with data reliability and security.

To achieve this, BBCI wanted to avoid multiplying technological solutions. They, therefore, opted for a single platform capable of integrating the functionalities inherent to the bank's various daily activities, built on a cutting-edge technological foundation that supports a transition to a digital approach.

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With the existing core system, it was impossible for us to trace who was the operator responsible for initiating a banking transaction. User profiles could not be configured, there were no validation levels for operations, accounting entries were made manually, and the risk of errors was high. Consequently data security and reliability could not be guaranteed.

Yannick Canzo
Director of Sales - BBCI

THE BENEFITS OF THE SOLUTION

ON BUSINESS PROCESSES:

- The safety and reliability of operations is optimised with controls (4/6 eyes) at operational level.
- Previously, operators had to do all the accounting manually, now they save considerable time on these tasks, allowing them to focus on client listening and advisory services.
- Transactions are encoded automatically and in real time, guaranteeing data confidentiality and security.
- Mass processing of transactions eases the workload on operators (some operations used to take up to several minutes, but now they take just a few seconds).

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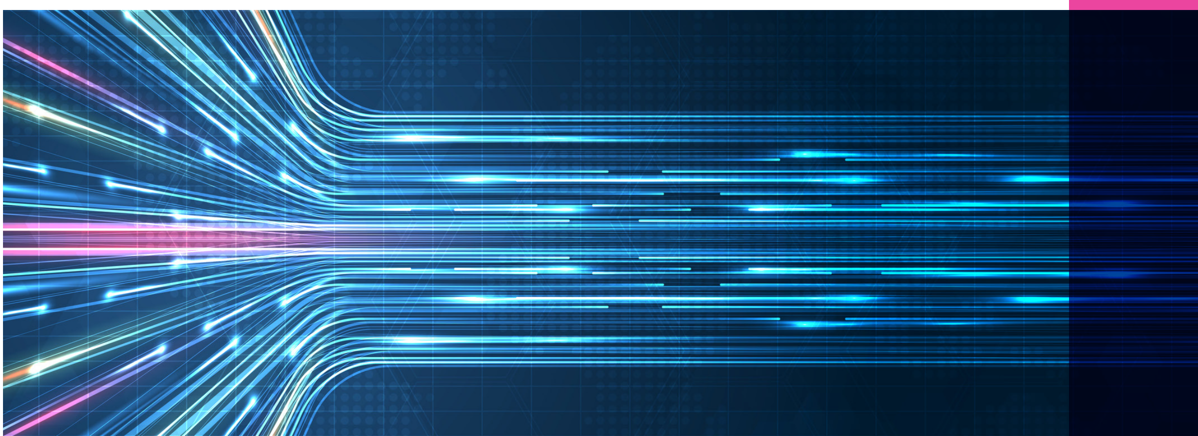
From a functional standpoint, the previous core system had very limited capabilities in customer reporting; in addition, credit portfolio management was weak, which was critical as this represents 90% of the bank's activity. This made standardisation and automation of processes a key priority.

Sadrack Njonkou
Director of Risk Management & Compliance - BBCI



ON COMPLIANCE AND SECURITY ASPECTS:

- It is now possible for the BBCI to have exhaustive and fully traceable operations.
- The bank's internal processes are aligned and adapted to current regulations for optimised control of operational risks.
- The transaction processing chain is now accessible and directly controlled in the core system.
- Transactions monitoring by operator and by centre, as well as accounting entries, are now more efficient and based on set limits and the availability of information within the system.

ON CUSTOMER SERVICE:

- Thanks to the time saved on transaction processing, the service is smoother and more personalised at the front office.
- Positive customer feedback has significantly increased.
- Customers' daily interactions with the bank have improved, as they now have access to bank services without the need to visit, thanks to the expanded digital services offerings.

> **"The main improvement is the increase in work capacity. Previously, particularly in the Operations Department, we had to mobilise ten or so units over 2 or 3 days to process the salary payments for public institutions. Today, with mass payments, it takes just a few minutes (at most a few hours) to prepare the transfer file. The process is optimised and simplified, and no longer requires the mobilisation of several units, since everything is automated.**

Sadrack Njonkou
Director of Risk Management & Compliance - BBCI

CONCLUSION

The implementation of OLYMPIC Banking System has enabled BBCI to position itself as a major player the economic development of Burundi. The bank's teams and those of ERI worked together to make this project a success. The solution deployed has enabled the bank to better manage its operational and regulatory costs, as well as their budgetary impact. Today, BBCI aims to add new functionalities to its existing digital offering in order to better anticipate its customers' expectations in terms of mobility.