

TECHNOLOGY AND OPERATIONAL ASSESSMENTS AND TRANSFORMATIONS

Technology Assessments

- Evaluated current technology in context of vendor and operational risk, changing digital landscape and evolving regulatory requirements
- Conducted in-depth assessment of current state, design of target state, and development of transformation plans
- Developed technology strategy development in support of business
- Identified key technology upgrades

Digital Readiness Assessment

- Completed cross-platform assessment of infrastructure, processes, people, and policies
- Assessed vendor capability
- Evaluated market opportunity & branding
- Developed:
 - Digital bank target product offering & pricing
 - Business plan and financial projections
 - Project plan to support implementation

Driving Cost Reductions

- Identified cost reductions through optimizing vendor and software mix, outsourcing services and infrastructure, and right-sizing staff and support

Management of vendor selection and system conversions

- Outsourced IT infrastructure; managed RFP, vendor procurement, selection, and contracting
- Managed oversight of core system conversion and digital banking platform implementation

Upgraded or enhanced ongoing IT management practices

- Restructured and upgraded vendor management practices
- Developed and implemented comprehensive change management policies and procedures
- Developed disaster recovery and business continuity plans, including pandemic response, to ensure long term stability and improve resiliency