

Case Study

The Bank

Ergo delivers a solution that helps a bank know it's customer

One of the largest and best known banks, in Australia and New Zealand, offers its top-tier clients a cash-pooling service so as to allow those clients to extract maximum benefit — offsetting surplus credits in one account against a deficit in another — across a number of accounts across the bank. The original application used by the bank was over ten years out of date and had a number of deficiencies that represented a major risk to the business. The bank engaged Ergo to redevelop the application with a view to improving reporting capability, facilitating process automation and minimizing risks to the bank.

Ergo's team used leading edge technology and an Agile development methodology to ensure that the project was delivered in-line with the client's evolving requirements, ensuring business continuity.

Security, sensitivity and other concerns dictated that the required data was extracted from the core banking application and managed by Ergo's solution in a cocooned environment.

Ergo's solution transformed data to yield information that helped the bank cement relationships and deliver a more efficient and personalised service to its most important clientele.

The solution redesigned and developed by Ergo, allowed the bank's business unit to obtain a consolidated view of each of the high net-worth customers so as to rationalise bank charges and help *know the customer* better.

Ergo's work with the bank is indicative of the company's ability to deliver mission critical solutions and its capacity to deliver outcomes to a high standard and within defined timeframes.

Ask Yourself:

- Will my business evolve and be challenged?
- Will my business requirements change?
- Will my investment in technology stay aligned with my business?



“The key to successful software development is bridging the gap between understanding business requirements and the ability of developers to create applications. Business leaders know what their business needs to be successful. Traditional software development methods have often fallen short in their ability to deliver valuable software in time and on budget with only the functionality that’s valuable and all the functionality that’s needed.”

Agile Software Development



Manifesto for Agile Software Development

We are uncovering better ways of developing software by doing it and helping others do it. Through this work we have come to value:

Individuals and interactions over processes and tools

Working software over comprehensive documentation

Customer collaboration over contract negotiation

Responding to change over following a plan

Ergo’s highest priority is to satisfy our customers through timely and consistent delivery of valuable software. That’s why we invest substantial time to understand the required business outcome.

To help us deliver exceptional software solutions, Ergo embraces The Manifesto for Agile Software Development (www.agilemanifesto.org).

This means that we employ an Agile approach to the design, development and delivery of business applications. At their core, Agile methodologies are about values and culture and placing people at the centre of the solutions we develop. Our Agile approach means:

- Our highest priority is to satisfy the customer through delivery of valuable software.
- We deliver working software frequently, from a couple of weeks to a couple of months, with a preference to the shorter time scale.
- Working software is the primary measure of progress.
- Continuous attention to technical excellence and good design

Ergo recognises that the effective use of software is related to the empowerment of the people who depend on and use it. It doesn’t stop at the completion of the code. The need to facilitate training and education workshops involving the stakeholders and users is particularly important to ensure that applications are widely adopted and changes in behaviour are successfully facilitated.

The team of professionals at Ergo have the competencies and industry experience to design and deliver outcomes for a range of business needs.

Our speciality is delivering browser based business applications based on a central database. We frequently help our clients move away from a proliferation of spreadsheets and Access databases which have evolved to become business critical applications.

Ask Yourself:

Am I happy with the ROI I’m getting from software development projects?

Are my staff un-productive because of poor software usability?

Am I trying to manage my business through Spreadsheets and Access Databases?

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