

CASE STUDY

CITIBANK



Project & Programme Management: Delivery Services

Industry: Financial Services

Client: Citibank

Company profile

Citibank serves more than 100 million clients in 40 countries. Citibank is one of the world largest retail banks. In the UK Citi provides some 200,000 customers with current accounts, foreign currency accounts, savings, wealth management and investment services.

Programme of works delivered

- Successfully implemented the Citi OpenSpan solution. On this project, our senior consultant managed offshore teams in India and The Netherlands. The benefits delivered were thousands of man-hours savings in multi-processing and financial savings estimated at \$500k.
- Successfully delivered the Citigroup Interactive Voice Response (IVR) Solution for UK Post Call Survey (Egg Bank)
- Delivered the detailed design and wire frame requirements for the Citibank online 'Plus 10' Project (.net framework). A global web-optimisation project targeted at the UK market, with identified benefits of adding significant web traffic usage to Citi web.
- Defined the PCI DSS requirements and produced a comprehensive project schedule.

During this engagement, our senior consultant was appointed as the European Project Manager tasked with defining the UK Requirements and implementation schedule for the Single European Payments Area (SEPA) project.

Benefits of using Obaforte

Obaforte worked very closely with the Citi programme manager and delivery teams to gather the requirements, undertake risk and issues analysis, and ensured that functional specification documents were fully documented. Our senior consultant used his more than a decade experience in programme delivery to assess the programme delivery maturity against industry standards. The result was a successful delivery of the Citi programmes on time and to budget