

Are You Doing Your Part to Ensure A Good Return on Your Technology Investment?

By Hugh Patterson

Every year, financial institutions all over the country make the decision to convert or install new core, retail banking, customer service, loan origination or customer facing retail solutions. The cost of these solutions usually constitutes a large percentage of the FIs annual budget and there is always the expectation that the vendor will deliver a seamless new solution. After all, there was that “conversion project management” line item in the contract. While most vendors do an outstanding job at conversions and implementations, the key tasks included within their scope include the following; installation of software and hardware, movement of data and training the trainer. While these tasks are certainly critical, they are a small part of what will ultimately make a conversion/implementation successful within your organization.

The implementation of a new solution frequently touches not only your internal team but also your customer base. Required changes in workflow can necessitate changes to internal processes. In short, who is going to make sure that the following vital tasks are accomplished to ensure that you receive a good return on your investment?

Who is going to:

- Champion the new solution internally (critical to proper implementation)
- Ensure that processes and procedures are updated to accommodate the new workflow(s)
- Identify, measure and mitigate risks introduced by the new solution
- Update the audit formats and format scope
- Ensure that third party interfaces are properly modified and tested
- Thoroughly train and educate all internal and external users (including follow up training)
- Identify and publish required regulatory disclosures
- Update marketing material to include changes in institutional offerings

While the tasks listed above can seem overwhelming, especially considering the daily demands required to keep the organization running, they can be accomplished if you have a through internal project management plan and someone who can manage the process. The plan should be matched to your vendor’s implementation plan and checkpoints should be established to ensure that tasks are being accomplished. Once the solution has been fully implemented, it is vital that periodic checks be done in the months following the conversion/implementation project. This should be done to ensure that users are properly using the new solution and that issues are corrected before user created “work-a-rounds” are established. Unhappy users translate into poor utilization of the technology your organization purchased to increase productivity and/or decrease costs.

Your vendor has done hundreds of these projects and will do a fine job of installing the hardware and software, moving the data and training the trainer. It is up to you and your team to fully implement new technology solutions within your organization. Are you really doing what you can to ensure that your origination is receiving a proper return on your investment?

Contact us if you would like to discuss what we can do to help your organization receive a better return on your technology investments. www.FinTecConsultant.com

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