



SFTWR
AGENCY

Finance

Raiffeisenbank

Finance, banking, automation

Automation of cash customer service in the regional offices of Raiffeisen Bank.

Problems

The front-office system does not correspond to the processes and needs of the bank. Offices operate in two sets of systems. Legacy is hard to maintain and develop.

Solution

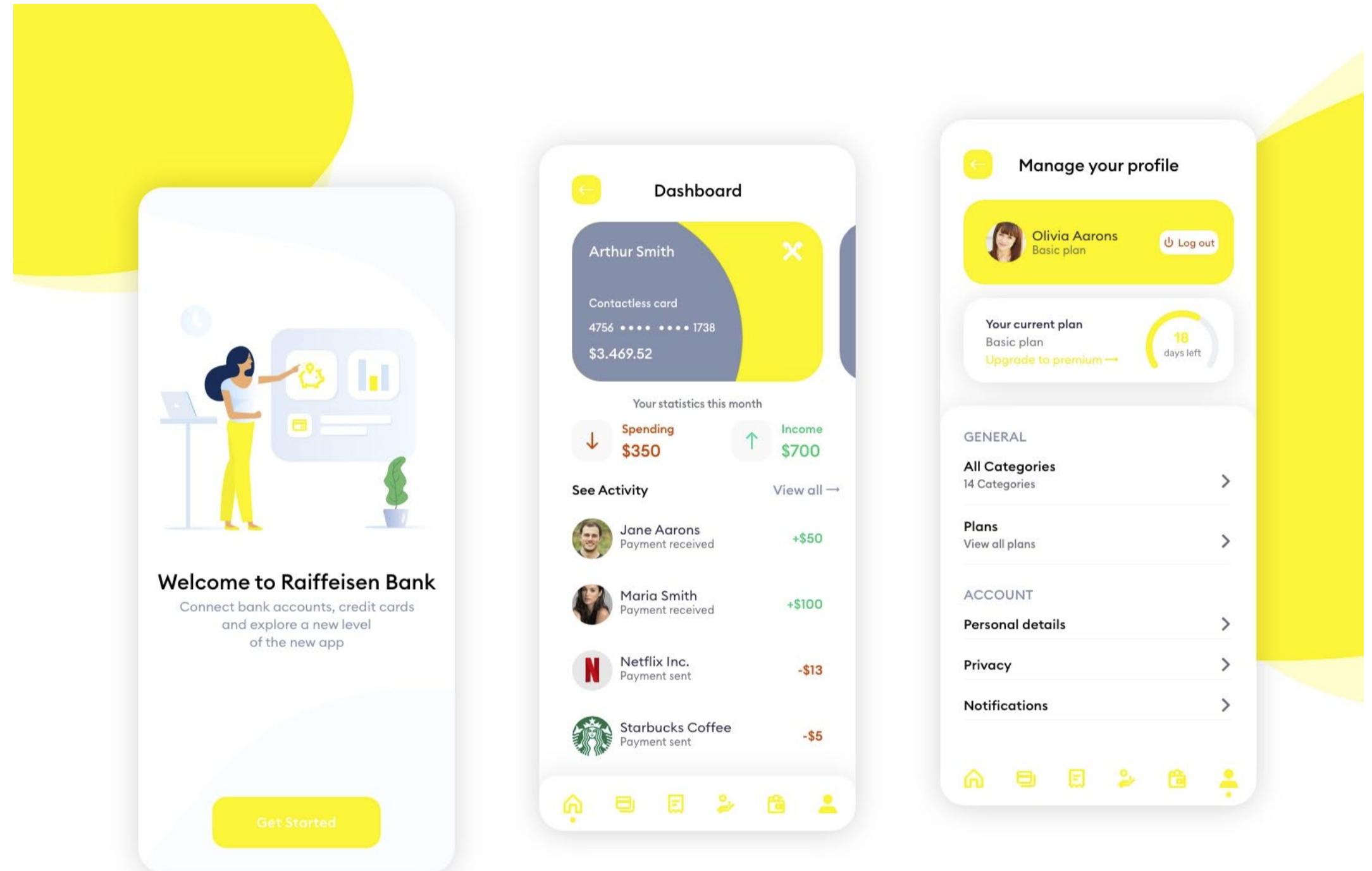
Creation of a single cash system, implementation of the system in all offices. For 6 months, the first version of a single cash register system was developed and implemented.

Result

All offices are transferred to a single IP complex. All operations are stored in a single database, postings are uploaded to the ABS. 2 systems were decommissioned, the support and further development of which is not economically feasible.

The system implements functionality to support processes:

- Collection
- Lease of bank cells



Sovcombank ChatBank

Finance, mobile app

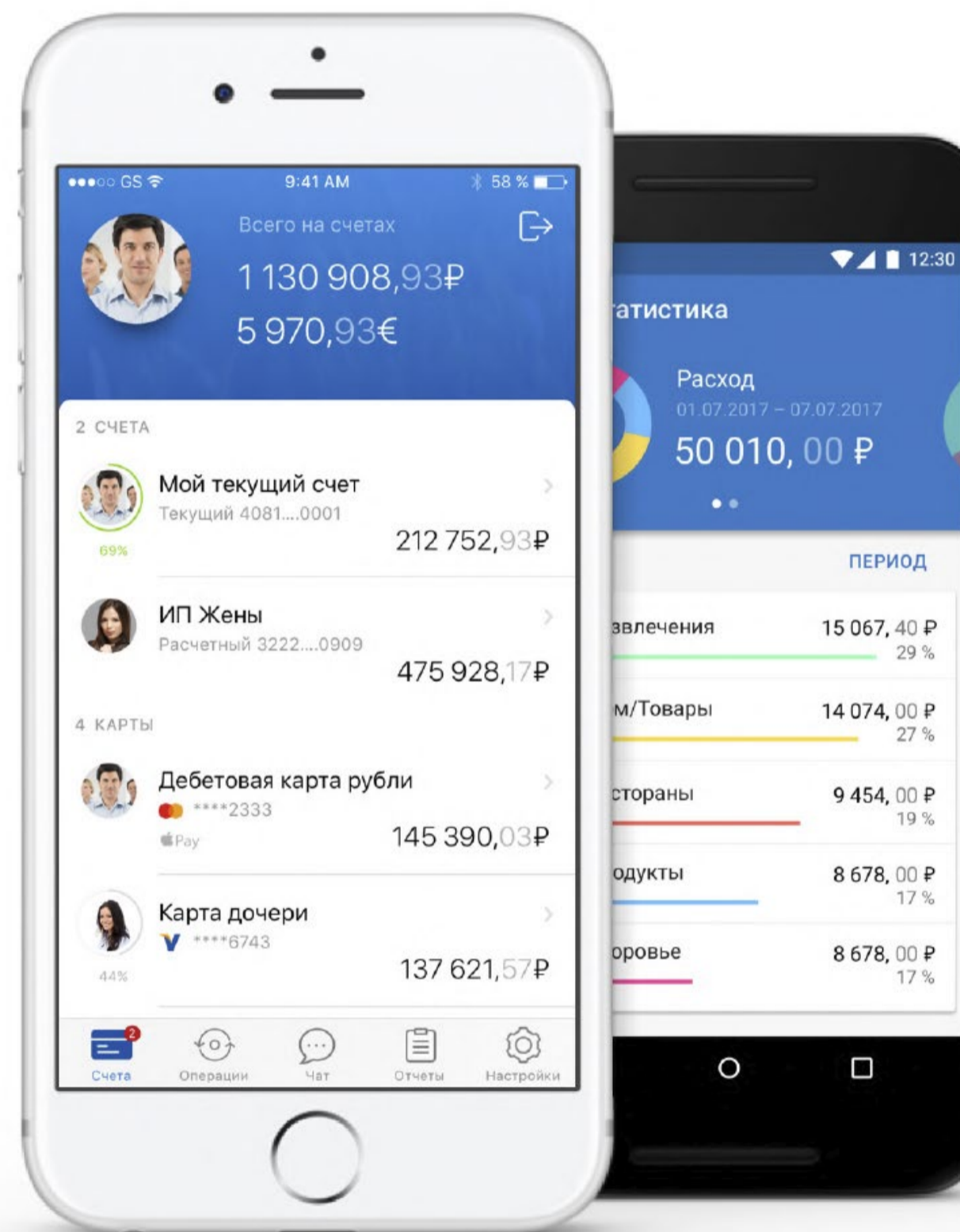
All bank accounts and cards in one application

Problem

The services of Sovcombank were perceived as conservative and uncomfortable. To get rid of negative perception, developers introduced a unique opportunity to combine accounts and asked us to create a modern application design.

Solution

We made market research, analyzed other banking application solutions, thought out what could be improved at ChatBank, and presented the customer with a design concept. The client liked our approach, we won tender and developed a design for iOS/Android platforms.



Whotrades

Finance, banking, social network

Development of an international social network for traders.

Problem

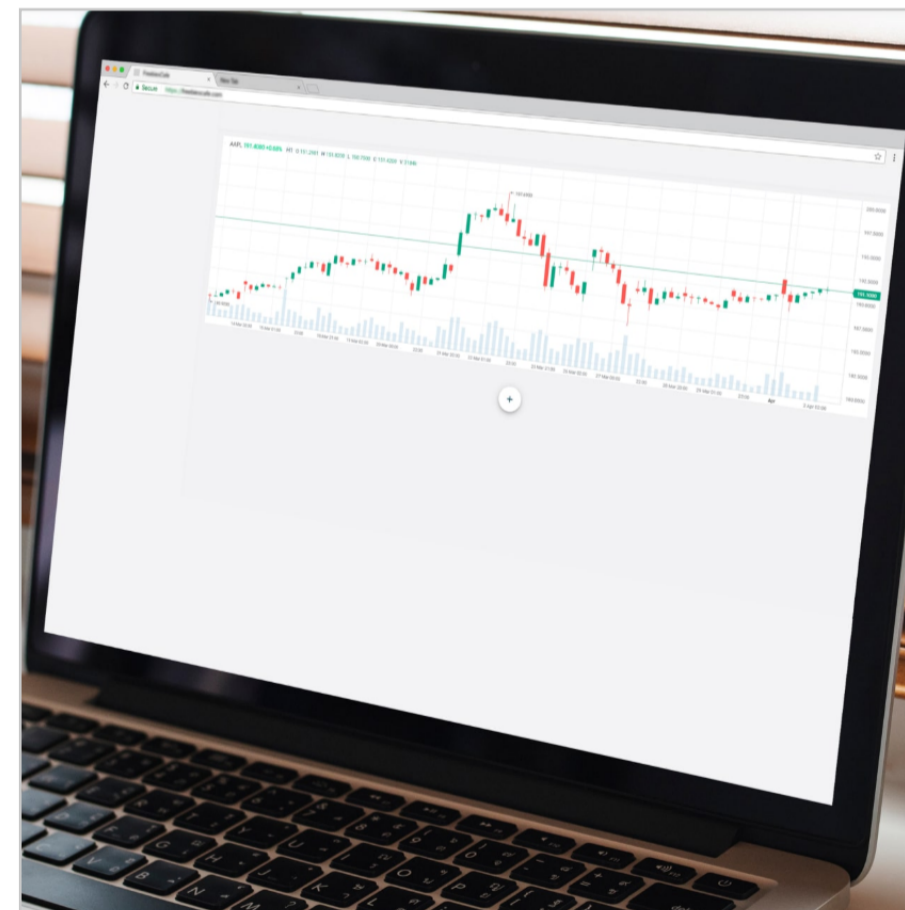
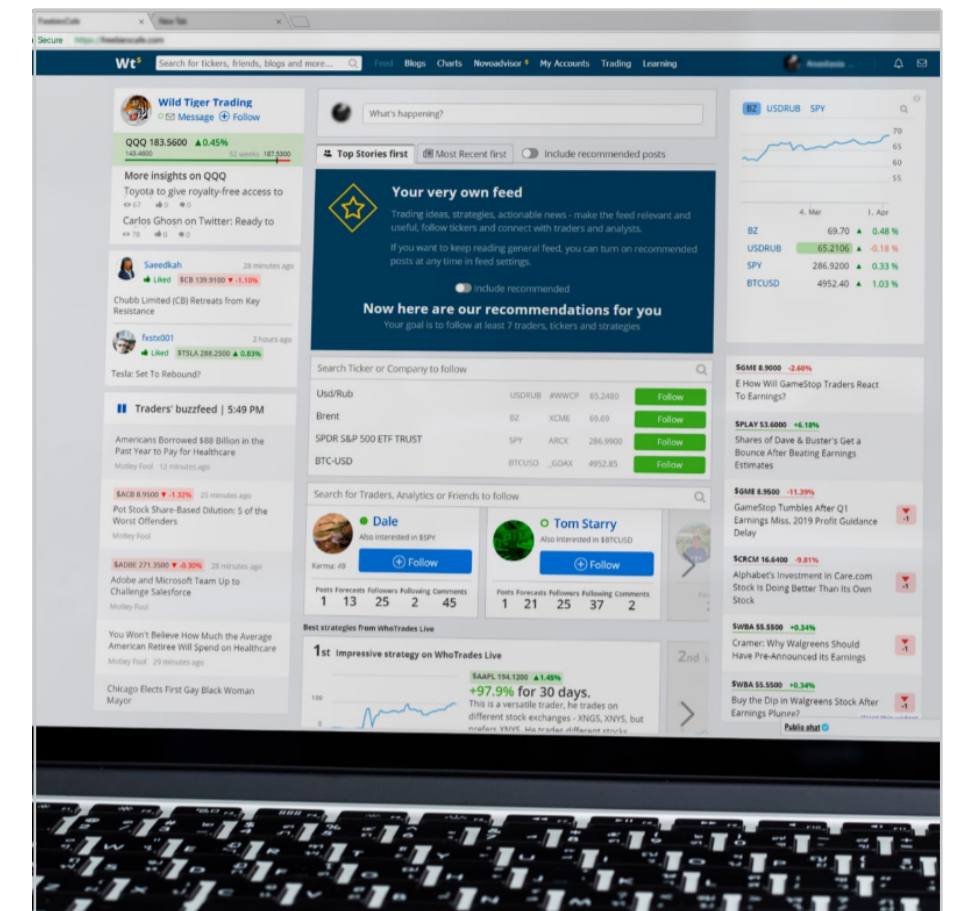
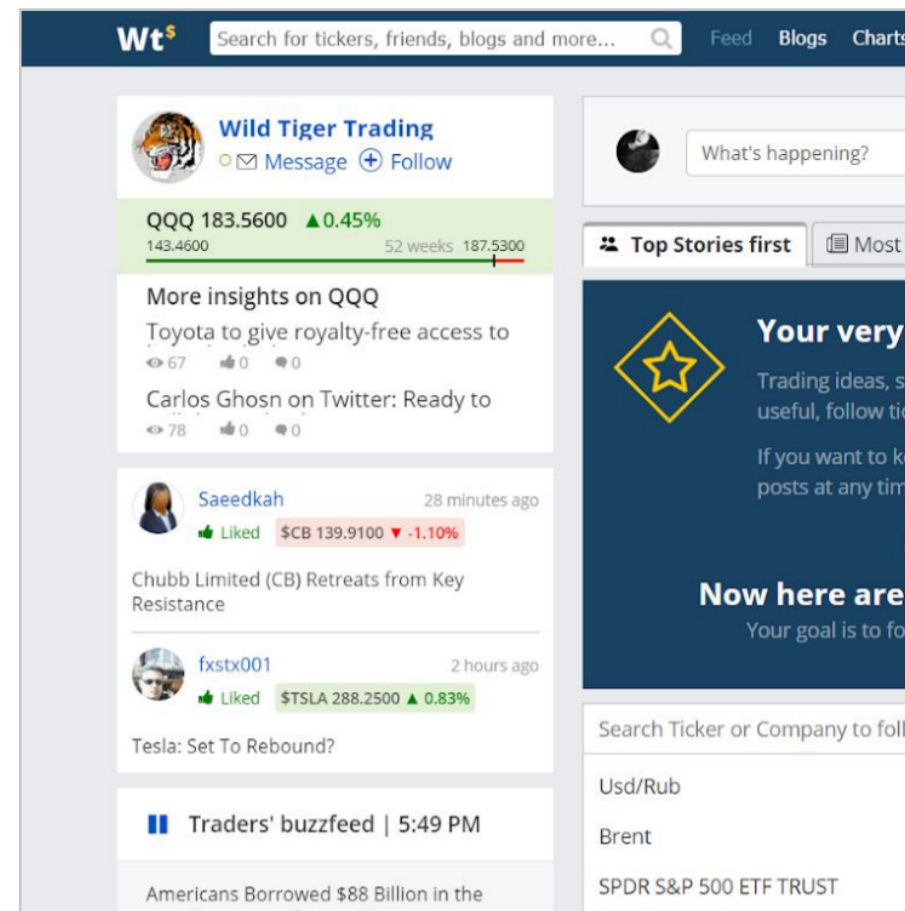
WhoTrades is a social network for traders which includes numerous tools to simplify trader operations and collaboration. A social network must evolve continuously in order to retain existing and attract new users. The customer has an in-house development team, but they constantly lacked the qualified professionals required to implement many of the new features of the platform. Besides, a part of the old code had to be rewritten and optimised, which required additional manpower.

Solution

We managed to improve the code and the technical solutions thanks to an exchange of experiences between the experts of the two companies and proper cross-validation. The PHP programming language is the core technology of the project.

Result

The search system of the social network was completely redesigned. The bot which broadcasts the news to the Telegram and the Facebook Messenger was improved. User survey systems were created in order to analyse user needs. WhoTrades can be used to build forecasts and take polls.



SAP Customer Experience-based Tenancy Solution Development

Finance, banking, application development

Problem

The customer owns several disparate systems, developed by different teams using various technologies. The idea of the customer was to integrate all the existing systems within a unified solution.

Solution

The developed solution is an interface of managing guaranteed deposits and disputes resolution. It is characterized by a large volume of specific business logic that takes into account the diverse aspects of creating and protecting deposits.

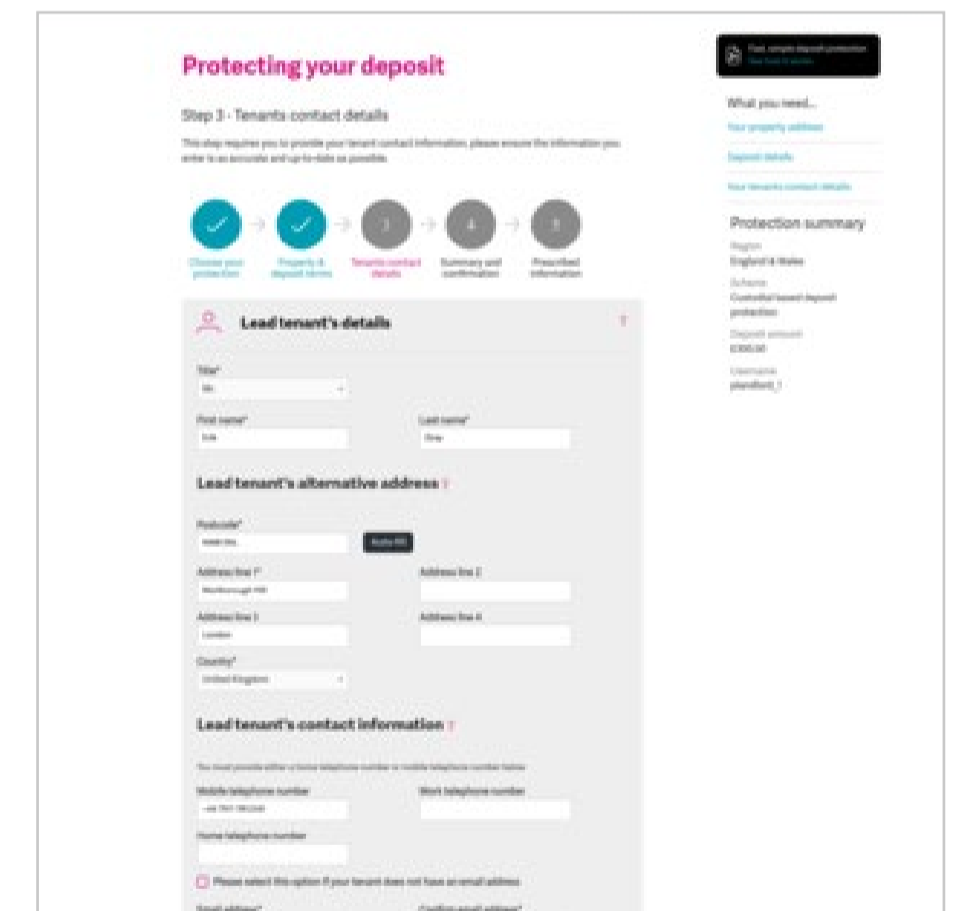
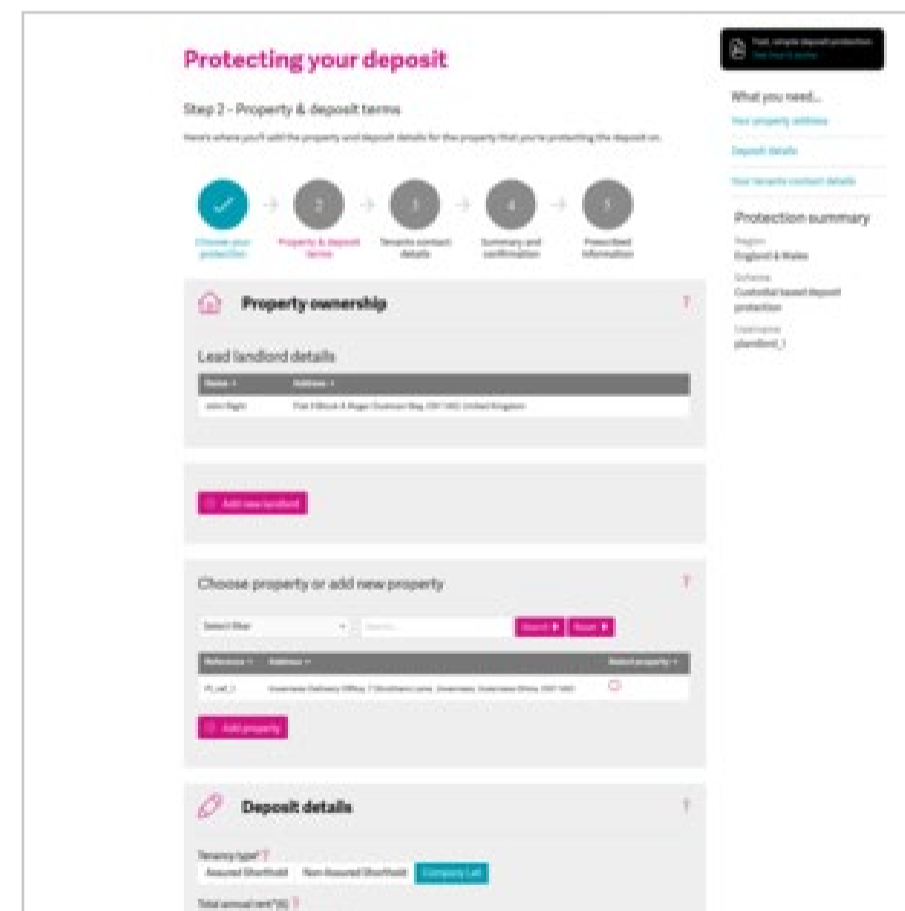
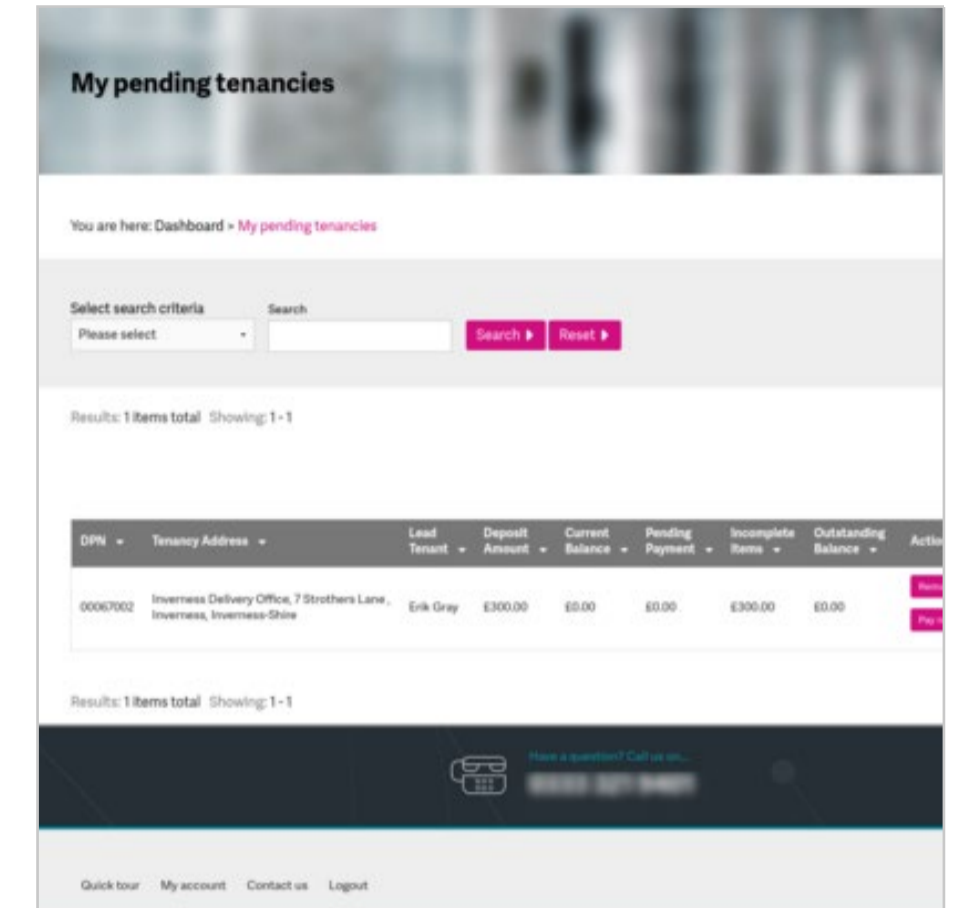
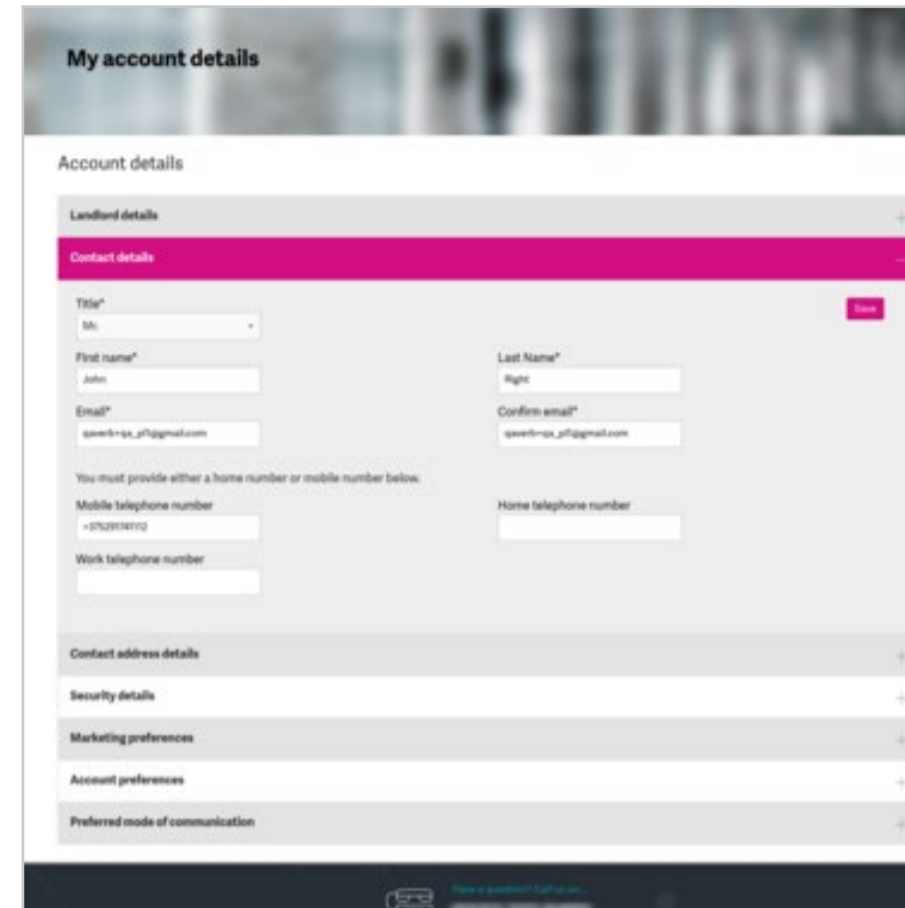
The financial module, based on SAP Business ByDesign, responsible for the management of financial transactions and accounting statements. The administrative module, allowing users to manage companies, units, user roles and properties. The deposit module, allowing users to create and protect deposits. The integration with the financial module feature is used to transfer funds to the solution's account. The disputes module, allowing landlords and tenants to exchange information within the framework of the initiated dispute.

Results

The project's success is evident when you consider the small size of Itransition's team and its ability to analyze, detect and fix complex and challenging issues for the customer's heavy system, improving code quality and system functioning in the process.

Thanks to SAP Customer Experience, the customer enjoyed a 50% faster time to market. Tools like Marketing & Customer support bring additional value to the end product. Other benefits of implementing SAP Customer Experience were 25% growth in customer base, provision of a unified customer experience and enjoying a stable, maintainable and reliable platform for retail management.

The customer's website currently boasts 150,000 users. The system secures about 1.6 million deposits. The solution processes millions of records, and the current amount of data in industrial operation is tens of thousands of records.



Personal wallet agent

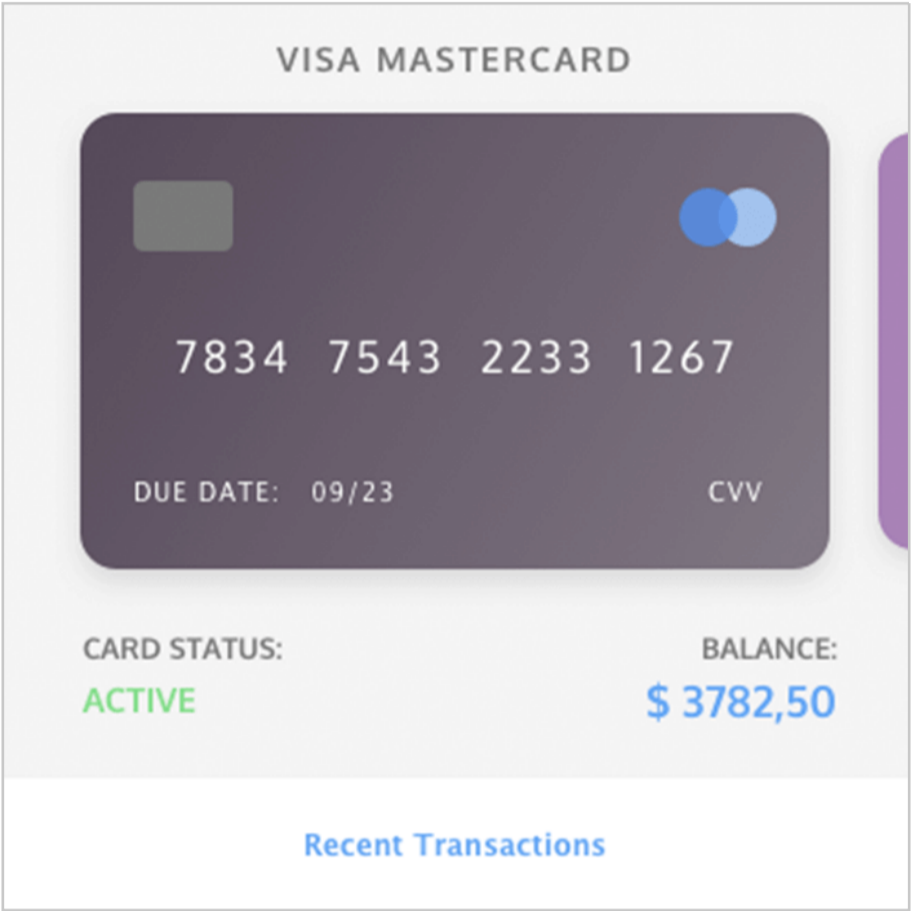
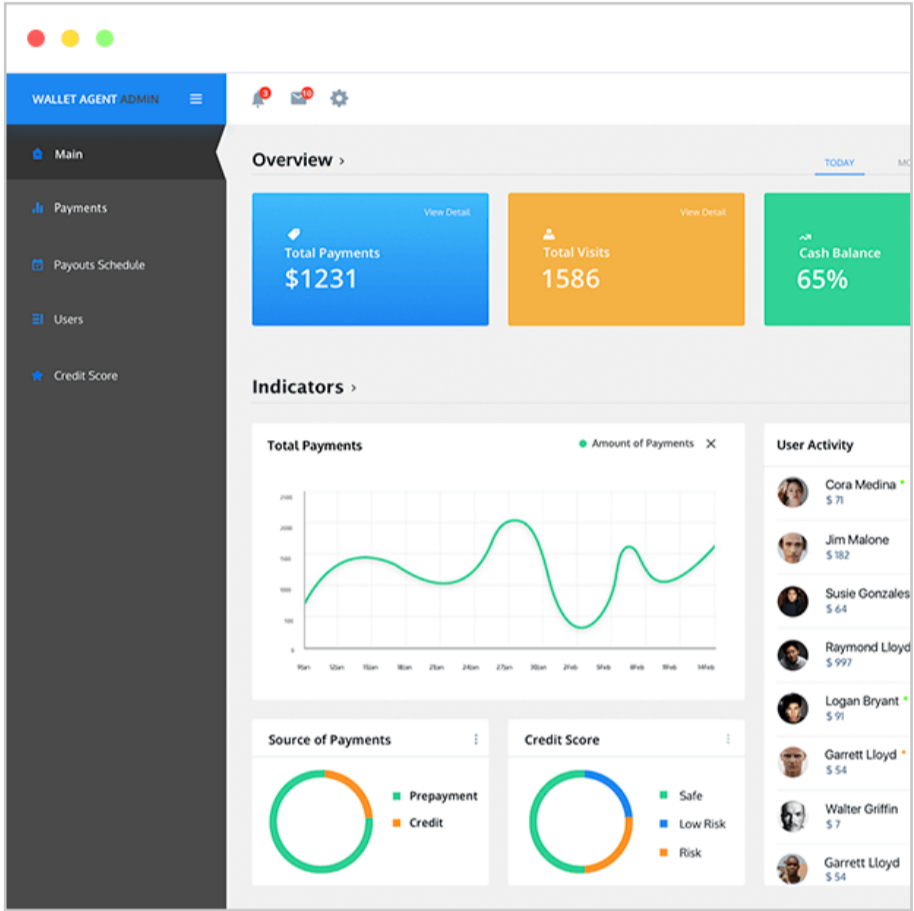
Finance, banking, mobile app

Aim

To help customers to get control of their finances, smooth their monthly cash flow and thus improve users' financial satisfaction and raise their happiness index.

Solution

The application is a next-generation fintech customer agent. It lets the app admins mediate between users and their employers, and helps users receive salary advance without having to wait for the calendar payday. The payouts can be scheduled daily, weekly or on demand bases. The application uses a third-party API, which allows admins to verify users, check their credit score, and determine the risks and potential benefits of working with the particular user. CHI Software developer was a part of the distributed team.





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