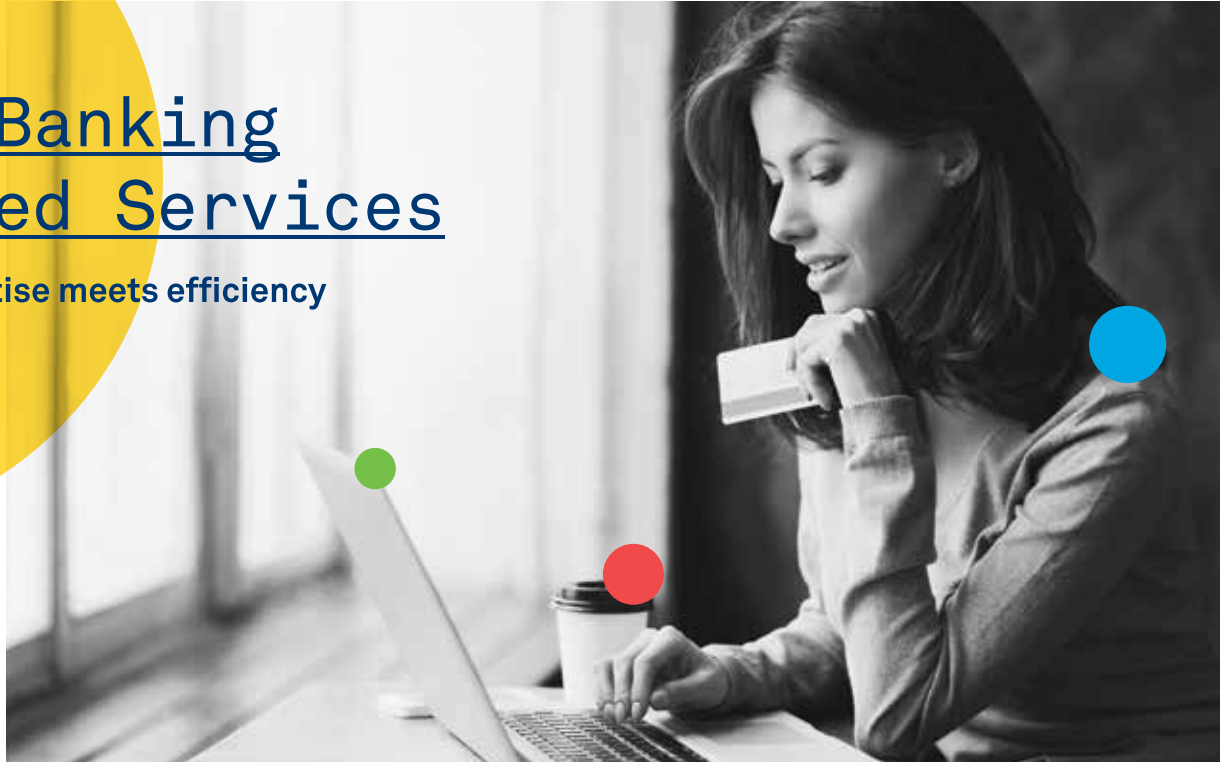




# Core Banking Managed Services


Where expertise meets efficiency





Banks that can effectively prioritize IT investments between 'Run the Bank' and 'Change the Bank' will seize the potential in a dynamic environment. Core banking systems forms the backbone of IT landscape in banks. A service disruption, due to core banking may potentially lead to customer dissatisfaction and brand dilution.

Wipro's well-crafted metrics driven approach helps to effectively maintain mission critical core banking application. Our deep expertise enables early identification and resolution of issues, streamline support processes, inculcate best practices thereby maximizing system 'up-time' and operational efficiency.

## Key takeaways:

 Deep core banking expertise

 Strong relationships with product vendors for a proactive approach

 Proven transition and knowledge management methodology, ServiceNXT framework and tools to offer seamless transition and empower end users

[Nextgen Application Managed Services to keep pace with the pressures of modern banking business](#)

## Benefits:

- Faster turnaround time for issue resolution
- Consistent service levels that are metrics driven
- Core Banking Academy offers customized training to end users besides internal training
- Single point of ownership for integrated application and infrastructure support
- ServiceNXT framework to enable resiliency and reduce operational cost


## Technical Features:

Wipro's Core Banking Managed Services constitutes of deep product expertise and mature delivery models, complemented with deep infrastructure maintenance and support capabilities.

- Core Banking Application Advisory (application review, application upgrades, application rationalization)
- Core Banking Application Support (help desk, incident & problem management, bug fixing, troubleshooting, knowledge repository)

## Enabling banks to realize the full potential of core banking application

- Core Banking Application Management (corrective maintenance, preventive maintenance, adaptive maintenance, patch management)
- Core Banking Application Operations (batch jobs, day to day operations – beginning of day/end of day, performance monitoring)

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 IND/B&T/FEB-JULY2018

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