

BKCP: focusing on growth

By entrusting Steria with the management of its 600 PCs, 80 servers and 40 software packages, printing over 3 million pages a year and processing 50,000 jobs a month, all organised around the Thaler Core Banking application, BKCP has been able to benefit from industrialising its production... and to focus on its business.

In 2006, for strategic reasons, BKCP transferred its IT production, managed by its largest shareholder, the Crédit Mutuel du Nord group of Lille, to Belgium. "The level of get-up-and-go and speed of development in Belgium were different. In 2001, we had acquired five banks and two more were still being integrated", says Yves van der Beken, CIO of BKCP.IT, before explaining the decision to outsource the overall infrastructure: "We did not have the skills in-house or any desire to take on something that would not increase our added value. Our 15-member team concentrates on banking packages and first-line application support. Without Steria, we would not have been able to update all our Windows servers by the summer of 2006!" BKCP selected Steria because of its tailor-

made solutions, its human scale and its 15 years of experience in managing banking IT in Belgium. But, above all, "Steria understood who we were and where we wanted to go. By plotting a path along which we could proceed, expanding along with one another, fitted in with our desire for a partnership lasting at least seven years. The scope of its services is expanding as we grow by acquisition. In return, we provide them with knowledge of our business as bankers as an example for their business". This joint gamble on growth started out with the first banking merger in May 2006, when the two companies observed that "the important aspect of such strategic projects is not merely technical. Together, we must be able to communicate with branches and customers and provide a support mechanism capable of answering their questions quickly".

'Disciplined' production with ITIL

Steria manages all of BKCP's IT production 24/7, including the daytime, 24-hour and night-time processing of the Thaler information system. These operations go far beyond monitoring or administering databases as they include, among other things, back-up, the generation of checklists, external file transfers and management of batches. The same applies to the management of the bank's Windows environments and third-party applications (front office, internet, statutory reporting,

connection with payment networks, etc).

"The gamble consists of transferring our knowledge of these processes, of defining their criticality and what needs to be done with or without BKCP.IT. This learning curve lasted a year", continues the CIO. BKCP had by then shifted from 'haute couture' fashion to 'ready-to-wear', i.e. to the industrialisation of its production: "We had to draw up and validate procedures, whereas before we had no methodology and little documentation."

CBFA compliance and printing models

By managing BKCP's new central site, Steria has made it possible to comply with CBFA regulations (Commission Bancaire Financière et des Assurances – Banking, Finance and Insurance Commission): "Ever since the beginning of the contract, we have had a Disaster Recovery Plan and a genuine backup site. It was enough for us to define the acceptable non-availability of each application. Once or twice a year, we run a DRP test and in four hours, we are able to return to an operational infrastructure", explains Yves van der Beken.

At the same time, Steria is also responsible for all the bank's DTP and printing. Moving from 582 types of documents to 60 internally and two for the subcontractor Speos, demonstrates the complexity involved in ironing out the individual details of BKCP's various banks. "Since the beginning of 2009, BKCP.IT has been developing different items and Steria has been automating flows. Speos gets involved in assembling the data up to the point of dispatch – so everyone is focused on their own business", concludes the CIO.



Yves van der Beken, CIO of BKCP.IT: "Without Steria outsourcing, we would have had to take on 15 people with various skills!"