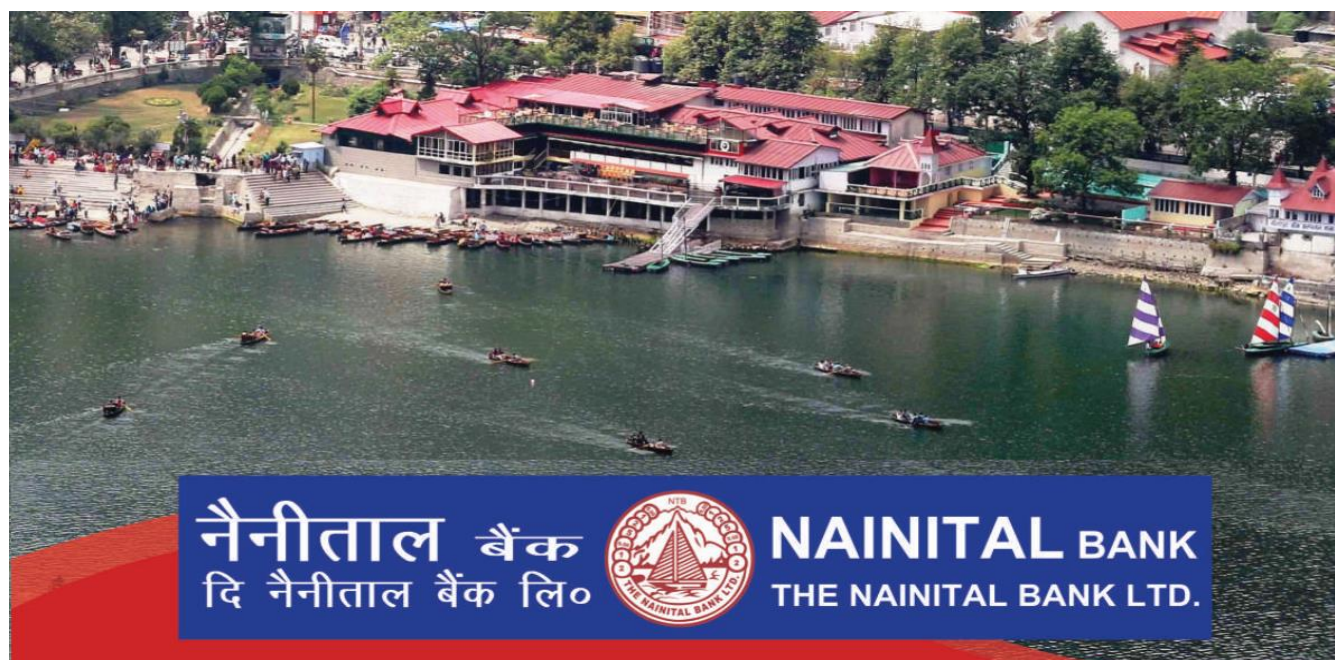


Case Study | Nainital Bank (NTB) implements Nelito Systems' FinCraft™ Core Banking Solution



The Nainital Bank Limited (NTB) was established in the year 1922 by Bharat Ratna Pt. Govind Ballabh Pant and few other prominent personalities of Nainital with the objective to cater banking needs of the people of the region. In the year 1973, Reserve Bank of India directed Bank of Baroda, a premier nationalized bank, to manage the affairs of the Nainital Bank Limited.

The Bank is having branches operating in five states, Uttarakhand, Uttar Pradesh, Delhi, Haryana and Rajasthan. All the branches of the Bank are operating in CBS platform. Bank is also providing RTGS, NEFT, SMS Alerts, RuPay ATM cum Debit Card, NainiNet Internet Banking and Mobile Banking facilities to its customers. Nainital Bank is a customer centric bank and provides prompt and personalized services to its customers in latest technological environment.

Key facts

- **Bank:** The Nainital Bank Limited
- **Headquarters:** Nainital, Uttarakhand, India
- **Founded:** 1922
- **Parent Company:** Bank of Baroda
- **Branches:** 135
- **Company Strength:** 800
- **Total Assets:** US\$ 110 million (₹769.96 crore)
- **Supplier:** Nelito Systems
- **Solution implemented:** FinCraft™ Core Banking Solution

Nainital Bank selected Nelito's FinCraft™ CBS Application Solution and Head Office Module, To migrate data and build data centre & train to NTB staff. The initiative was taken both from Nelito Systems and Nainital Bank to take Bank from TBA (Total Banking Automation Solution) environment to Core Solutions (Centralised Banking Solutions) to serve the customer needs with fast and most effective way.

Challenges were to scale up to newer technology upgrade the systems to Centralised setups, setting up of data centre and linking of branches to data centre

through network. VSAT branches data gathering needed to be done by physical devices in Centralized location for CBS consolidation.

Nelito Systems Ltd. is an Indian financial technology company, that provides software technology solutions and services for Banking, Financial Services, Micro-Finance and Government verticals globally. Formed in the year

1995, Nelito has over 400+ Banking Clients and 25+ Microfinance and Non-Banking Finance Clients in 19 countries across 4 continents.

Nainital Bank approached Nelito with a set of requirements. Some of the key ones were:

- Robust and scalable CBS which could support the expanding operations of the bank
- Migrating from legacy TBA
- Since most branches are situated in hilly and isolated areas, implementing core banking with limited connectivity was a challenge
- CBS platform which could help bank compete with other PSB's and private banks with new technology
- Improve Customer services and base

Some of the implementation highlights were;

- Implementation in 135 branches completed within a time of 2 months
- Resolved issue of legacy software migration by development of respective migration tools
- Hand holding support was given in local language

Following benefits were achieved by Nainital Bank with Nelito's FinCraft™ Core Banking Solution;

- Better Services:
 - Improvement in customer service
 - Services to end consumer are faster
 - Password protected statement of accounts by e-mail
 - Anytime anywhere banking through multiple channels
- Business Development:
 - Better control for Income leakage & expenses, resulting revenue growth
 - Opening up of new opportunities to bring in new business
 - Faster on-boarding of customers
- Better and Faster decision:
 - Insightful MIS for better and faster decision making.

