CIO Assist for a Financial Services Regulator

The client is one of the top ten largest building societies in the UK. Proudly independent, the client is owned by and run for the benefit of its members. Since its foundation, the client has been committed to supporting members. Their fundamental principles have been, and remain, to offer people the opportunity to buy their own homes and to save for the future.

In the Digital evolution era, and to cope up with increasing customer demands, the client has faced multiple challenges to attract a new customer base and ensure its long-term future. In particular, the IT Director was charged to deliver a technology-led transformation for improved information provision and better customer experience. He engaged with Apex Software as a trusted advisor to lead this multimillion-pound change programme; overseeing Strategy, Architecture, System Integration and multiple projects; the client needed someone to provide technical leadership. The initial requirement was to define IT & Application Strategy, followed by executing multiple RFx processes to select appropriate software vendors.

Strategy Development, Digital Transformation, Systems Integration

Apex Software delivered several projects for the client, including:

- Creation of an IT & Application Strategy
- Creation of 5 years IT Roadmap
- Setup Enterprise Architecture Function
- Supporting RFx processes and Vendor Mgmt.
- Defined Omni-Channel strategy
- Defined transformation target operating model for people, process and technology changes
- Enabled decommissioning of legacy systems, modernised IT portfolio and managed vendors to deploy COTS products.
- Migration of Digital Banking & Mobile App

Providing a flexible service across the technology landscape

The benefit to the client was, Apex Software could flex up and down, according to their requirement. At the peak, we were providing a CIO Assist service that required five days a week of work. Apex Software also advised on cost reductions, IT Governance and delivered IT innovation, for example: Undertaking market and competitor analysis, Removed system duplication reducing ~ £450K p.a., Automated manual processes and improved IT efficiency saving ~ £160K p.a., Acted as a Secretary to Architecture Review Board, reviewing all architecture solutions across the business.

Our objective is to take the stress out of the CIO's day job, which allows them to focus on business strategy and senior-level Board engagement.

"Apex Software consultants are extremely knowledgeable, proactive, informed, accommodating and go over and beyond what you'd expect from an Enterprise Architect. Apex Software has been instrumental in assisting me to drive the delivery of the programme forward, and I would not hesitate to recommend them for any Enterprise Architecture Service."