

CASE STUDY

TOP 50 U.S. BANK BRINGS NEW SECURE OPERATIONAL EXPERIENCE TO CUSTOMERS

Client Overview

Our client works for a financial corporation that is one of the top 50 biggest banks in the US and a Fortune 1000 company. They provide a toolkit for customers to meet their financial goals, enabling investment funding and leasing operations for businesses in more than 30 industries.

Business Challenge

The client wanted to develop a tool to give a new operational experience to their customers. The tool would enable them to open different types of bank accounts through one, new web application, omitting the need for brick-and-mortar communication models.

Developing this digital product required integrating it with preexisting company systems and a huge database of sensitive client data without compromising the operations performance. The client chose SoftServe for our experience in digital enterprise, high business value services, and consulting.

Project Description

The solution was envisioned as a web application supporting various kinds of accounts including savings, CDA, IRA, and more.

SoftServe was responsible for conducting a deep system audit in order to provide an architectural and security assessment of the product before the development phase. This required an understanding of the current state of the architecture solution and its implementation, identifying gaps and proposing recommendations for resolving any issues found.

Consulting for the architecture assessment was focused on:

- Software structure and layers
- Data architecture and data isolation
- Architectural patterns and approaches
- Best practices

Consulting for the security assessment included:

- High priority application security
- Security architecture and integration with other systems
- Potential risks and points of malicious penetration
- To-do scenarios

SoftServe also covered tasks that included, but were not limited to:

- Identifying the application's susceptibility to internet-based, external penetration (hacker, worm, etc.)
- Identifying and verifying the system, network, and application layer weaknesses
- Detecting vulnerabilities and investigating attempts to gain unauthorized access to networks, systems, hosts, applications, and any sensitive or restricted data
- Relying on expert manual testing and leveraging commercial, open source, and proprietary software to fulfill test objectives

Value Delivered

The deliverables of the consulting sessions with the client were to be:

- Defined lists of security issues, risks, and non-risks, emphasized as a dedicated report section
- An aggregated report of code quality metrics, code/database analysis results, and other findings from onsite workshops with the client's team
- Recommendations for improvements on architecture and the implementation of security, maintainability, testability, reliability, and scalability, as well as the development process itself

From a business perspective, the safe and efficient performance of the application is the basis for attracting individual customers. The direct benefits for the client, as a result of implementing these defined recommendations, helped them to:

- Create engaging banking product sales
- Enable new and existing customers with a quick, streamlined, and straightforward online process for opening bank accounts
- Create potential positive impact on the client's market share in this area
- Increase customer satisfaction
- And decrease operational costs

Technology Stack

- .NET
- ASP.NET
- HTML/JavaScript
- Windows Server
- MS SQL Server

ABOUT US

SoftServe is a global digital authority and consulting company, operating at the cutting edge of technology. We reveal, transform, accelerate, and optimise the way large enterprises and software companies do business. With expertise across healthcare, retail, media, financial services, software, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation – from generating compelling new ideas, to developing and implementing transformational products and services. Our work and client experience is built on a foundation of empathetic, human-focused experience design that ensures continuity from concept to release.

Ultimately, we empower businesses to re-identify their differentiation, accelerate market position, and vigorously compete in today's digital, global economy.

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