

CASE STUDY OF

DIGITAL TRANSFORMATION

Largest ATM and Cash in Transit Service provider in KSA

The Client is a leading provider of integrated cash transit services to its banking customers across KSA. Its value adding services include replenishment of currency in ATMs, Transport of Cash for Industries and HNIs, Secure Transit of Gold and expensive watches etc., across Kingdom of Saudi Arabia. They have more than 55% share of ATM cash replenishment business in KSA.

Background of The Project

- 👉 Creation of the entire Cash-In-Transit Business Process Flow.
- 👉 Configuration, Implementation, Roll-out & Application Management for the CIT ERP system.
- 👉 Creation of Cloud Infrastructure for the CIT Business Infrastructure.
- 👉 Modernization of the on-premises Data Centre including Design, Implementation of Storage, Compute and Network.
- 👉 Implementation of complete process and tools for Systems Management and Monitoring.
- 👉 Design and Implementation of the complete tools and solutions for baselining Information Security.
- 👉 Migration of the entire email stack to Office365 and implementation of MS-SharePoint workflow for Document Management.
- 👉 Design and Implementation of Finance ERP based Microsoft Dynamics AX.
- 👉 The Project was executed over a period of 2 years with complete modernization of underlying IT Infrastructure, Deployment of Modern ERP systems for CIT and Finance Bus including designing, implementation and Training for the New Business Process leading to Transformation.

Business Challenge

- Delays in FLM services leading to penalties, Balancing issues leading to Cash shortage.
- Manual Cash Management, Poor Workforce Management and Lack of Scheduling.
- Team members non uniformity of operations. Elongated waiting hours for cash replenishment. Due to heavy call traffic at the company's call centre, there was a delay in passcode generation.
- Linear and Static finance application leading to leakage in Billing & Revenue. The cost ledger had more than 10000 categories.
- Fragmented file system leading to access issues of relevant documents to perform BAU business routines.
- Bouncing of emails due to lack secure & trusted email system.



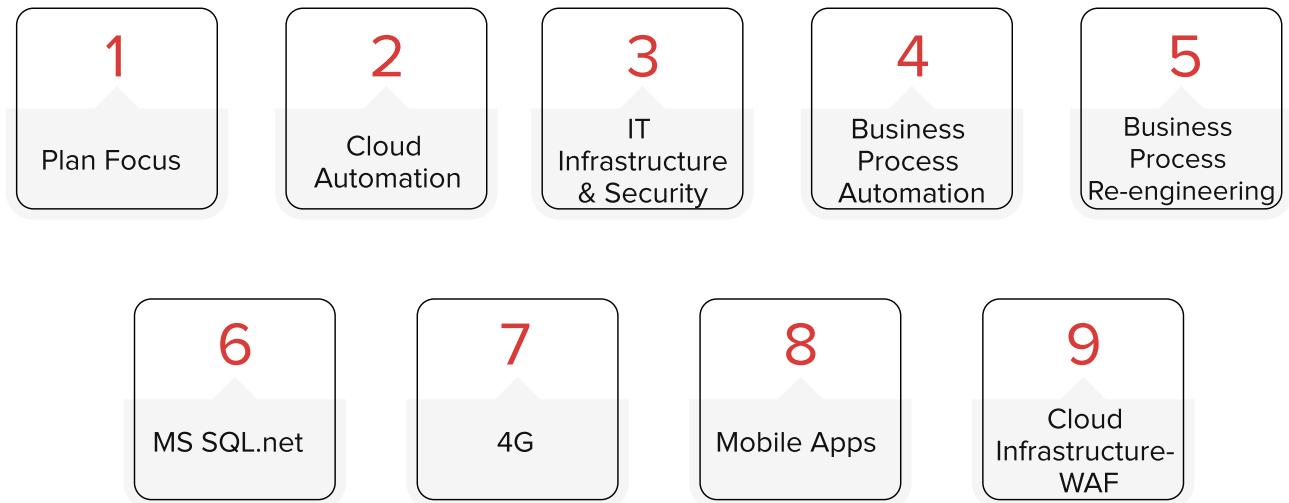
Skillmine Solution

- 👉 To reduce mismatch of notes replenished, dispensed and notes returned from the ATM machine, an algorithm was created. Using Data Analytics, Data Matching and Automation, we created a functionality wherein the data was immediately verified to catch burglary.
- 👉 Evaluated, Architecture & Design for the deployment of the CIT & FINANCE ERP applications.
- 👉 After data mining, we observed a pattern of different time interval in teams. Hence, a geo-positioning algorithm was created to verify the credentials of the staff who was at the location for the purpose of cash replenishment, the system would send an OTP to the operator to open & close the ATM Automatically.
- 👉 An e-lock facility was introduced. This facility would regulate the opening and the closing of ATM machines. The algorithm ensured cash would not be dispensed if the machine was not cleaned on the visit. This enforced change in behaviour of the staff.
- 👉 Design and Implemented MS-SharePoint workflow for Document Management. Design and Implemented Office365 with email migration.

- Streamlined business processes. Better tracking: more control and tracing, Ensure regulatory compliance and security.
- Helped the crew to work Independently, without dependency in completing day to day tasks which suits the current work process align with manual.
- Skillmine enabled the client to focus its resources on more operations brings the right reports and data EOD.
- Provide a Simple, Familiar & Consistent User Experience, Simplify Everyday Business Activities, help Meet Regulatory Requirements.
- Simplifies common activities such as initiating, tracking and reporting business activities.
- It's entirely cloud-based, email, files and Office programs can be access anywhere. Comes with security features like Encrypted email, Data Loss Prevention, MDM, ATA.

- Automated the central cash centre.
- Automated 26 CIT centres.
- This project was done across 3000+ ATM's
- Involved around 700 work-force.
- Was carried out in five regions: Riyadh, Jeddah, Abha, Dammam.
- An average of 80 ATM refills per day was made possible from each CIT point.
- Refills in central Riyadh came close to 4 million riyals per day.
- Automation of more than 300+ maintenance transactions on a daily basis.

Capability & Competency



For more information
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