

Western Union International Bank Explores New Markets

Collaboration with Capgemini to evaluate, select and implement a core banking package helps establish banking business throughout Europe

The Situation

The Western Union Company, a leading provider of money transfer services worldwide, together with its affiliates Orlandi Valuta and Vigo, operates in more than 305,000 locations across 200 countries and territories. Some 396 million money transfer transactions yielded turnover of \$4.5 billion in 2006.


Based in Vienna, Western Union International Bank (WUIB) was founded in 2004 to support Western Union's strategy, enhance core business, offer tailored services through multiple channels, and most importantly, become the bank of choice for global customers. With banking operations starting in Austria, Germany and Norway, the strategy is to expand throughout Europe.

The Solution

Capgemini supported WUIB to define the business strategy and operating model for a pan-European business in a dual-phased approach.

As part of the strategy and operating model, Capgemini deployed a detailed process for vendor selection so that WUIB had a stable and scalable core banking system to address its complex requirements. The package selected was FLEXCUBE® from i-flex.

In the second phase, Capgemini planned and executed the Flexcube GL and Teller implementation as well as a rollout of the core banking solution to defined locations in three countries. The implementation was executed over six months.



“The strong commitment and effort of Capgemini helped us to achieve the common project goals!”

Andreas Kreibich
Head of IT / Operations
Western Union Bank

The Result

At the end of implementation, all WUIB branches in Austria, Germany and Norway were using the Flexcube branch teller application.

How Western Union International Bank and Capgemini Worked Together

WUIB and Capgemini started working together in May 2005 following a detailed tender process by WUIB. Capgemini's knowledge and credentials of core banking packages and their successful integration and implementation convinced WUIB that they had the right partner.

The project—CORBAS (Core Banking Solution)—started with the documentation of the business strategy to define future products, services and channels, the operating model and business processes of the existing core products (e.g. Money Transfer). These findings were used as a basis to evaluate and select an appropriate core banking system.

A comprehensive criteria catalog (taking into consideration all major functional, technical, vendor and cost criteria) was developed and distributed together with an RFP to all potential suppliers. After an objective evaluation, two vendors were short-listed and their packages were carefully assessed in detailed vendor workshops. Major findings regarding functional and technical strengths and weaknesses were documented, and the implementation methodology assessed. Mapped to cost comparisons, results led to a final recommendation for WUIB. At that time, Capgemini proposed ways to mitigate risk and optimize resources, and suggested optimal implementation and roll-out scenarios.

The success of the first phase prompted WUIB to invite Capgemini to manage systems integration and implementation of the selected core banking system from i-flex (Flexcube). Capgemini leveraged its proven methods and tools for core banking system implementation. The approach included

pre-empting, tracking and mitigating upcoming risks as well as overall project timelines and milestones (excluding IT infrastructure).

Especially critical was the specification and implementation of interfaces to existing satellite systems used by Western Union's money transfer business. Based on intimate collaboration between technical consultants from i-flex, Western Union, WUIB and Capgemini, a comprehensive interface specification was defined, which was subsequently developed and tested.

Another emphasis was the parameterization of the required Flexcube modules as well as a detailed

documentation of the Flexcube product setup in WUIB. The setup of the GL module included the entire data migration and conversion testing. Test cases for functional modules were developed and User Acceptance Testing performed. Training for core and end users was organized and partly conducted by Capgemini, who also supported WUIB to develop a future product catalog aligned to the Flexcube solution.

The objective of attaining an optimized timeline for project implementation was successfully met by performing each phase within six months. Following roll-out in three countries and preparing an additional two, Capgemini supported WUIB to ensure return on investment.



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and

collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

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In collaboration with



As a sales partner within the Western Union marketing and distribution network, Western Union International

Bank GmbH carries out and provides money transfers for consumers and businesses. Western Union International Bank, founded in October 2004, offers simple branch offices, extended opening hours with multilingual staff. For more information visit www.westernunionbank.com.