

# CASE STUDY

Switch Replacement

Phoenix



Habib Bank Limited  
(Oman)

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# Case Study



## Challenge

- The Shamil Shared Switch had a limited ATM network which restricted the bank's customer reach. This was a major hindrance to the bank's ADC expansion. The migration to new National switch was needed which also required interfacing and certification of the HBL's ATM controller.
- For switch replacement, migration of data to the new system was required; which involves both the card data and customer profiles.
- HBL Oman was also in the process of host migration from their existing (MOBS) to the new core banking system (MISYS). Hence transaction records needed to be maintained, integrated and posted on two separate hosts.

## Solution

- TPS took the task step by step, with the initial phase was to certify Phoenix with the 2 Banking Host present at Habib Bank Oman.
- Upgrade the ATM platform from BankWorld to APTRA before its testing and certification with Phoenix was done.

**Habib Bank Limited** commonly referred to as 'Habib Bank' is the largest bank in Pakistan and a thoroughly established banking chain throughout the world. It has an extensive network of over 1425 branches in Pakistan and 55 international branches.

HBL Oman is one of HBL's initiatives in the Middle East to serve Pakistani and international customers. Over the year the bank has grown its customer base and is further dedicated to the task of serving them with more and more facilities.

## The Challenge

HBL Oman had CR2's Sparrow switch which was driving 2 ATMs and routing transactions between bank's ATM/Host and Shamil Shared Switch. The Shared Switch had a limited ATM network which restricted the bank's customer reach. This was a major hindrance to the bank's ADC expansion. The only solution was to connect with a National switch, Al-Watani Shared Switch, which had a better coverage. This migration to new inter-bank switch needed interfacing and certification of the HBL's ATM controller. The required activity was to be performed by the switch vendor.

The current switch architecture at HBL Oman did not offer the flexibility of enhancing or incorporating feature rich services over the alternate delivery channels for its customers in Oman. To expand its ATM network and for connectivity with a larger Shared Switch, HBL Oman decided to replace its switch.

Switch replacement is a multi pronged activity divided into several stages. The major concern during the replacement is the migration of

- The certification with the Shared Switch Al-Watani, which was on BASE-24 engine, was also performed.
- Data migration to Phoenix and ACCeSS was performed so that customers can use their cards without interruption and new cards can be produced.

## The Result

- Seamless switch migration was performed.
- Habib Banks customers enjoy Pakistan's widest, most innovative array of e-Banking services, using traditional or emerging channels.
- After its switch replacement, HBL Oman is looking forward to expand and offer innovative and exciting services for its self-service banking customers.

data to the new system; which involves both the card data and customer profiles. At this point, HBL Oman had been in the process of migrating their host (MOBS) to new core banking system MISYS, hence the bank had to maintain records on both systems. This was an added challenge for TPS to integrate and post transaction on 2 separate hosts.

## The Solution

Phoenix was implemented in HBL Pakistan in 1998 and since then it is the main driving force behind HBL's extensive alternate delivery channel expansion. Realizing the power and potential of Phoenix and the value of money it offers, it was HBL's first choice for Oman.

TPS stood up to the challenge and took up the critical project of switch replacement.

TPS after evaluation of the challenge in hand presented to HBL Oman two switch replacement strategies. The first one suggested that Re-Carding of all the existing customer should be done, through ACCeSS TPS' card production system. The second strategy was to migrate data from the existing switch and import it into Phoenix and ACCeSS so no card would be required to be reissued to old customers. The bank opted to migrate data to avoid any inconvenience that could be caused to the customer in card reissuing.

TPS took the task step by step; with the initial phase of Phoenix certification with the 2 separate Banking Hosts present at Habib Bank Oman. This was an added challenge for TPS to integrate and post transaction on 2 hosts. After successful host certification next task in hand was to upgrade the ATM platform from BankWorld to APTRA before its testing and certification with Phoenix was done. The certification with the Shared Switch Al-Watani, which was on BASE-24 engine, was also performed. The last step and the most tedious step before cutover was to perform data migration to Phoenix and ACCeSS so that customers can use their cards without interruption and the new cards can be produced.

## The Result

A successful switch replacement migration resulted in an even stronger relationship between HBL and TPS, and both have mutually benefited from this partnership and have grown together.

Today, Habib Banks customers enjoy Pakistan's widest, most innovative array of e-Banking services, using traditional or emerging channels.

Habib Bank Oman after its switch replacement is looking forward to expand and offer innovative and exciting services for its self-service banking customers. Following are the services it is currently offering on its ATM:

### Local ATM

- Cash Withdrawal
- Fast Cash (OAR 5, 10, 30, 50, 100, 200, 300)
- Balance Enquiry
- Account Statement Request
- Mini Statement
- PIN Change

### Switch

- Fast Cash (10, 30, 50, 100, 200, 300)
- Cash Withdrawal
- Balance Enquiry



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