

Case Study: Nationwide Building Society

Nationwide Building Society

Nationwide is the largest building society in the world. While retaining its mutual status, it has established a track record of innovative financial products and services, supported by some of the most advanced technology in the finance sector.

For example, many Nationwide branches feature advanced technology designed for card or passbook accounts, where members can use self-service to draw Building Society cheques, deposit cash with immediate update to their accounts and deposit cheques with an image of the cheque on their receipt.

"IPL has proved to be a very reliable provider of high quality project staff. The people have blended easily with our developers and produced high-performance project teams. We are delighted with the results."

Dr Michael Humphreys

Head of Technology Development
Nationwide Building Society



Innovation through the application of web technology

Background

As the popularity of the internet grows, more and more people are prepared to carry out financial transactions and processes online. The willingness of consumers to make enquiries, access information, and carry out traditionally time consuming processes at their leisure has created a growing demand for such facilities to be made available in ever increasing areas of financial operation. Such online facilities also provide organisations with an opportunity to reduce costs and streamline administrative processes – increasingly critical in an ever more competitive market.

Within this environment of client driven demand for secure, online services, IPL is an independent solutions architect and systems developer with over 25 years of experience. We have a track record of delivering web enabled business solutions to financial organisations, providing customer satisfaction and tangible business benefit.

The Business Problem

Nationwide wanted to apply the benefits of technology to the time consuming process of applying for a mortgage. Whilst increasing customer service by allowing customers to complete an application without having to visit a branch, Nationwide also saw the potential cost benefits to the business in agreeing, in principle, loan applications automatically.

The solution was to provide their customers with an online application system capable of capturing all of the information necessary to make a decision in principle instantaneously. The importance and complexity of such a project, with its interconnectedness to other systems within

Nationwide, demanded expert development and management. However, Nationwide's overall workload meant that its own development and management resources were fully committed. Nationwide elected to bring in a partner organisation to augment its own management team.

The business-critical nature of the project meant that the chosen partner would be relied on to provide staff of a very high calibre. Nationwide had already been impressed by IPL's capability as a supplier of software engineering resources, and so gave IPL the opportunity to deliver the key application capacity.

The IPL Solution

IPL was tasked with developing the complete e-business front end for the new process and its interaction with back-end systems, via web services. The process involves providing the customer with initial affordability quotes, a Key Facts Illustration document and then an instant lending decision in principle. When the purchase of the property has been agreed, the customer can return to complete the application – all online.

The delivery of this project was extremely important both in terms of improving service to Nationwide's customers and maintaining the Building Society's position as one of the UK's top mortgage lenders

The project was completed in less than five months, from requirements through to implementation, and crucially was delivered on time and within budget.

IPL worked closely with Nationwide's Technology Development staff; however the development work itself was undertaken in IPL's Bath Offices in the first major collaboration of its kind between the two organisations.

IPL used a combination of Visual Studio, .Net, C# and ASP.Net to deliver the solution. Development and testing was carried out on Nationwide's own servers using remote access technology

The Outcome

The service went live in October 2006, and has been accepting mortgage applications online continuously since then, without interruption.

The ability to accept and process applications online places Nationwide in an elite group of only a few lenders in the UK. Such a facility will help to ensure the Building Society's track record of innovation through the application of advanced technology, and maintain their position as a leading mortgage lender.

Should you currently be looking for a mortgage, you can use the software via Nationwide's web-site at: www.nationwide.co.uk/mortgage.

About IPL

Founded in 1979, IPL has a long history of successfully delivering excellent value consultancy and end-to-end solutions to both the public and private sectors.

IPL's consultancy is renowned for its quality and value. Our consultants are talented and independent-minded individuals with extensive industry experience. We consistently exceed our clients' expectations through a combination of imaginative thinking, managerial and technical expertise and many years of systems engineering experience.

IPL's track record in end-to-end solutions development is exceptional. Our proven development methodology allows us to cut through technical complexity, manage risk and completely focus on delivery. We consistently deliver reliable, efficient and accurate systems to a precise schedule.

IPL is an ISO9001:2000/TickIT registered company having a permanent workforce of 240, revenues of ca. £21M p.a. and 40,000 sq ft of secure office space in central Bath.



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