Zencode CASE
STUDY

SharePoint

ZENCODE ABOUT APPROACH HEROES IMPACT PUBLICATION

Helps develop a HR Awards and Recognition System

Helping recognise the true heroes of a bank

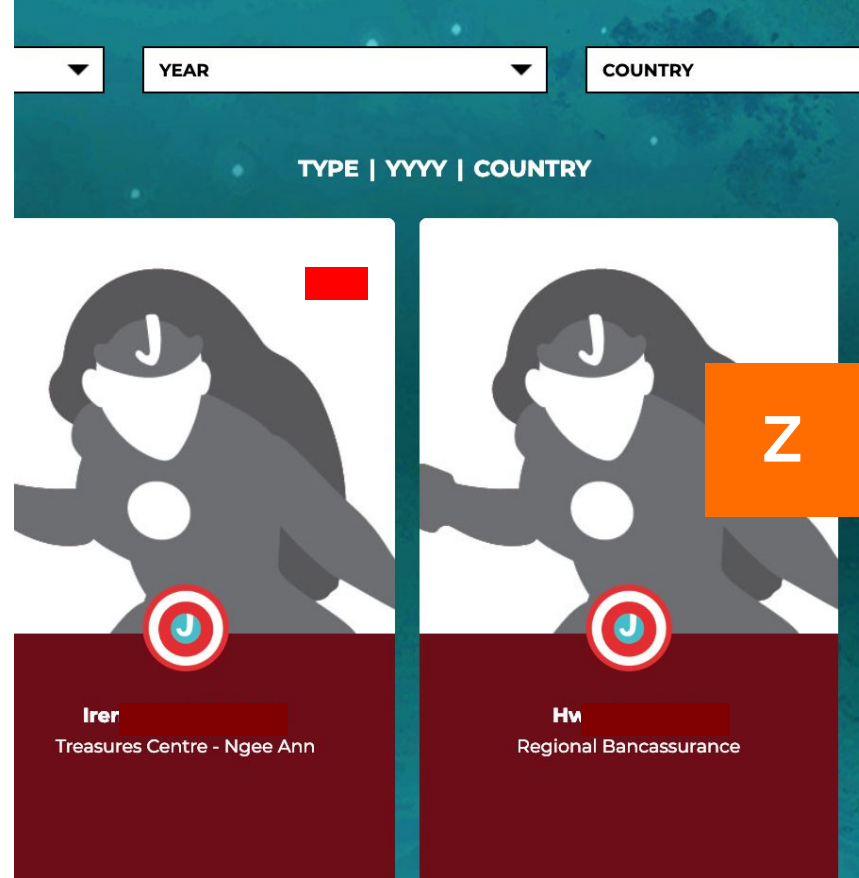CBG HEROES 2018 WINNERS ARE OUT!

Check them out!

Read More

AT A **GLANCE**

HR System in Sharepoint

Zencode created a HR awards and recognition platform for a financial institution to solve their front line staffing retention and satisfaction levels.

However with Zencode consulting and helping to create a solution that brought technology together with human values. Having a peer to peer nomination system, helped create a motivational environment between team members.

YEAR

COUNTRY

TYPE | YYYY | COUNTRY

Iren
Treasures Centre - Ngee Ann

Hw
Regional Bancassurance

Z

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SERVICES

Industry : **Banking**

Location : **Global**

Employees   : **over 20,000**

Services : **Application Protection & Data Security**

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THE **ORGANISATION**

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Established on 16 July 1968 by the Government of Singapore to take over the industrial financing activities from the Economic Development Board, the bank's main purpose was to provide loans and financial aid to the manufacturing and processing industries and to help establish and upgrade existing industries in Singapore. The proposal included setting up a development bank, together with an economic body to attract foreign investments and provide financing and managing the industrial estates. The bank was incorporated in July 1968 and began operations in September of the same year.

With operations in 17 markets, the bank has a regional network spanning more than 250 branches and over 1,100 ATMs across 50 cities.

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THE **CHALLENGE**

A financial institution was finding difficulty in retaining staff and keeping employee engagement high. There were large numbers of front line roles which had high turnover. This lead to higher costs in training and operations, whilst lowering customer service levels.

To prevent this from happening to Asia's strongest bank, there was a need to improve current hardware token implementation, as it impacted the rollout of security to older smartphone devices and newer smartphones as well. Furthermore if the app resided in a compromised mobile phone environment (user downloading a trojan horse app) it might lead to banking data being stolen from the user's phone.
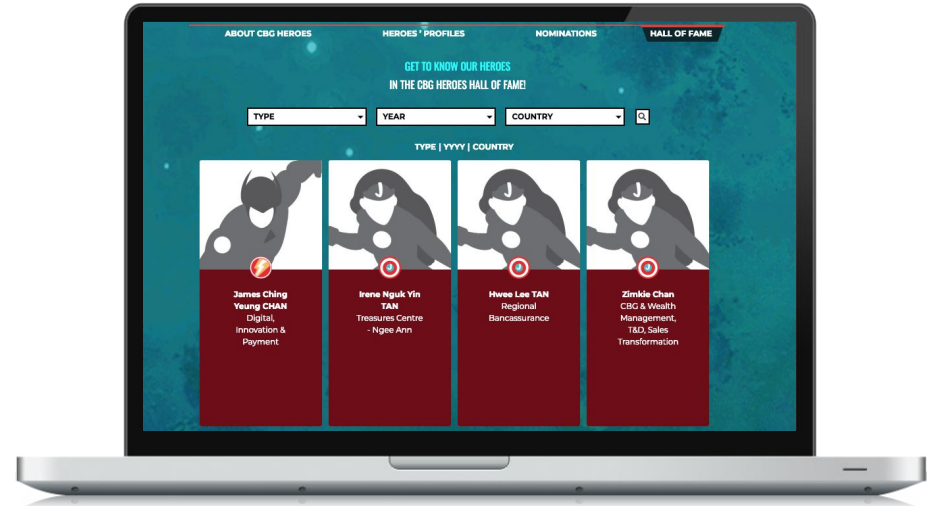
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THE
SOLUTION

To enable human empowerment using technology

With Zencode consulting and helping to create a solution that brought technology together with human values. Having a peer to peer nomination system, helped create a motivational environment between team members.

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With *Zencode's* System Integration and Cloud App Development

Zencode can develop customised cloud apps that fit the customer's needs exactly. We consult to bring best practises from the industry and generate innovation for our clients.

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