

The Problem

Developing, delivering, and supporting complex products and consultancy services to financial institutions are significant challenges. These tasks require substantial resources and must be provided over the entire life cycle of a client relationship. Consequently, time and effort must be taken from the strategic initiatives of demand creation, growing market share, and optimizing client satisfaction to meet these obligations.

The Credit Crisis of '08 has now made this job even more difficult. In an economic environment of constrained client budgets, the need for differentiation through industry leading solutions is paramount.

The Idola Solution

Idola has developed over that past six years a unique expertise geared to the support of Financial Services Vendors (FSV). Idola can provide to an FSV and their clients outsourced services related to software customization, project management, product deployment, training, and ongoing client support. In partnership with Idola, an FSV can focus greater resources towards critical strategic initiatives. Further, Idola's FSV Support Model offers just in time resources at competitive rates optimizing margin from these services.

Why Idola

Idola is dedicated to its core principles of ***excellence, reliability, and value***. These principles align with those of any leading solution provider and form the basis of our working relationship. Following are important points to consider when evaluating Idola for your client support needs.

- A managing partner from Idola is assigned to each FSV. It is the managing partner's responsibility to assure the success of the relationship.
- Assigned Idola staff will be tasked with developing domain and technology expertise required for the successful implementation of an FSV's project. Additionally, backup staff will be used to assure continuity on engagements.
- Idola has developed substantial domain expertise in banking, regulatory compliance and technology. This expertise has been developed over 6 years while perfecting its service delivery to FSV's.
- Idola personnel's have been trained to identify added value services at their FSV clients. These opportunities are regularly communicated with our partners to increase revenue opportunity during an engagement.
- Contracting is between the FSV and their client with all top line revenue recognized by the FSV. Idola will bill the FSV directly for its services with no impact on revenue

Idola has developed a billing rate structure that is designed to maintain low predictable costs allowing shared margin between the FSV and Idola

Services

Project Management – The success of an engagement is often determined by the quality of its project management. Idola can provide senior project managers that can assure the success of the most complex implementations. All of our project managers follow Idola's standard methodology that centers on meaningful client communication.

Environment Configuration - Technicians can be provided that will setup servers, relational databases, network infrastructure, and pre-requisite software for your projects. Idola's expertise in product implementations, testing, and disaster recovery will lead to efficient and effective technology environments.

Product Implementations and Upgrades –We provide standard technical installation services along with the requisite advisory services that lead to a successful project. Our expertise allows us to assist our FSV partners with Business Requirement and Functional Requirement Documents along with updates to policy and procedure that will guide an implementation in line with true business needs. Leveraging our "just in time" staffing model, we will deploy products quicker and at lower cost than provided by full time staff.

System Integration – It is well understood that system integration can consume a substantial portion of a project’s overall budget. Idola draws upon its implementation experience to assist your organization with data conversions, system interfaces, data mapping, relational database design, and inter-application communication to provide seamless links to all interconnected systems.

Independent Review and Testing – Idola can provide review and test support for both applications it has installed as well as those installed by an FSV. The level of support may vary based on the needs of your organization. Some of the areas we will assist with include documenting user acceptance test plans, development of test data and scenarios, stress and functional testing, standards conformity review, disaster recovery validation, and system interface reliability.

Deployment Support – Often overlooked after the challenges faced during a project’s life cycle is the need for appropriate deployment support. End users, management, technology, and security staff need assistance and training during the cutover to a new product. Idola can assist in the post-cutover support process by developing and executing the deployment plan.

Application Management – Ongoing application support and maintenance services can be offered to an FSV. Support plans can be tailored to specific needs and can range from first level to full remediation support. Using facilities both inside and outside the US, Idola can offer full 24 x 7 coverage of the most critical applications.

Software Product Customization – Idola can provide software development services that meet the unique needs of our FSV clients. Using its domain expertise, Idola can clearly capture and document business requirements and translate them into innovative solutions to the most critical and complex organizational needs.

Staff augmentation – To meet the needs of short-term technology staff, Idola has developed a network of IT professionals that can be contracted for short and long term needs. All staff augmentation personnel are subject to Idola standards and are actively supervised by a senior Idola manager.

About Idola

Idola Infotech was founded in 2002 by a team that specialized in software product development and the deployment of complex technology projects. Its management team consists of banking experts, leaders of the regulatory compliance market, and senior technology specialists. They have developed commercial products for one of the largest vendors of financial services software. Project management experience has been earned across a wide range of financial institutions from some of the largest in the world to small community banks. Idola has implemented and deployed software solutions domestically and internationally earning its reputation for ***excellence, reliability, and value.***

Other Products & Services

Compliance Process Outsourcing
Regulatory Compliance Consulting
Financial Technology Services
Data Research and Aggregation
SWIFT Support Services and SWIFT Message Director

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