



**CASE STUDY:  
BERMUDA COMMERCIAL BANK (BCB)**



## Company Profile

### **B** Bermuda Commercial Bank (BCB)

In 1969, the Bermuda Commercial Bank Group (BCB) was formed as a local bank to offer retail banking services in Bermuda. The group was streamlined in 1993 to become the only Bermudian bank focussed solely on servicing the local and international business community.

Today, BCB is Bermuda's only bank dedicated solely to the needs of commercial, corporate and high net-worth clients. Its primary focus is to grow its business in international markets through investments in infrastructure and high quality, tailor made services and products.

## Scenario



**B** Bermuda Commercial Bank is focused on growing its business in international markets through our investments in infrastructure and commitment to high quality service and products. We offer a full array of banking solutions, including private banking and wealth management, business banking, corporate administration, global custody and brokerage, estate planning and trust administration.

We regard client relationships as gainful collaborations, making it our business to understand their businesses, challenges and needs.

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# Banks Objectives

The BCB Bank objective is to provide access to customer accounts around the clock with secure, convenient electronic banking. Bermuda Commercial Bank's eBanking has made available a protected network link, allowing clients to continue doing business overnight, over the weekend, anytime, anywhere. The bank needed to apply a secure, yet advanced, solution that could cover all aspects of corporate functionality in order to satisfy their existing Retail, Private banking and wealth management and introduce new services to attract new customers.

Internet banking has enable the customer to manage their money easily, without having to visit a branch in person. BCB's eBanking is multi-currency compatible and integrated with our banking systems for paperless, straight-through processing.

Functionality made available:

- Implemented a tailored channel policy to serve their geographical customer spread.
- Maximize customer satisfaction by the user of electronic channels.
- Enabled strong Corporate functionality
- Supported a centrally enabled Platform Administration Management tool
- Permit the Bank to offer their clients a secure, user-friendly and powerful tool for their online banking needs.
- Cover Private and Corporate Banking Services.
- All functionality was fully integrated with the core banking system (Temenos T24 Core) and Card Management System.
- Unique Customer experience made available to the Bank's customers base.
- Innovation technology introduced.
- Promotion of retention and loyalty to the Bank's customer base
- Online banking solution supports round-the-clock 24x7 processing and access.



## Banks Criteria

The following Criteria were set as part of the Omnichannel Solution requirements.

- Successful track record with interfacing with Temenos Core Banking platform.
- Fast implementation providing a Go to Market advantage.
- Integration ability with 3rd Party systems including Card Management systems.
- Solution based on Open Standards.
- Solution highly available and highly secure.
- Vendor is an innovation and flexible driven company.



## Solution implemented

**B** Bermuda Commercial Bank has adopted the following NETteller Modules:

- NETteller e-Business Platform Engine
- NETteller Administration Module
- NETteller Security Module
- NETteller Two Factor Authentication Module
- NETteller Interface Module

Electronic Channels deployed:

- NETteller WEB Banking Module
- NETteller Mobile Banking
- NETteller Mobile Banking – Apps (Android and Apple iOS)
- NETteller Facebook Banking Module
- NETteller Notification and Alerts

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## Benefits of NETteller

- Open architecture enables easy and seamless integration to the existing core banking platform and other 3rd party banking systems.
- Strong corporate functionality adheres to ever changing corporate services.
- Administration Management for in-house control of the system and services.
- Retention and loyalty through targeted service offerings to each client segmentation
- Comprehensive analysis on all customers provide the criteria necessary to utilise cross sell opportunities through user behaviour, trends and channel type.
- Fast Implementation cycle to gain time to market advantage.
- Flexible and responsive development and maintenance support team.
- Seamless integration between channels
- Return of Investment (ROI) to the customer.





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