

NETinfo

DIGITAL BANKING PLATFORM

Case Study  **BCB**
BERMUDA COMMERCIAL BANK LIMITED

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Case Study

Bermuda Commercial Bank (BCB) provides tailored financial solutions and personal attention to Bermuda-based and international business customers, private clients and service providers, and since 1969, has provided outstanding personal service to our clients. The bank offers competitive banking products and services as well as internet banking, global custody and brokerage, trust administration and a comprehensive range of corporate administration services.

Today, BCB is Bermuda's only bank dedicated solely to the needs of commercial, corporate and high net-worth clients. Matching the highest standards of service to the needs of clients worldwide, we regard our brand of banking as akin to art – a disciplined, conservative approach distinguished by unprecedented levels of personal attention and direct access to our staff of professionals.



1969

Year Founded



Geographical presence

📍 Bermuda (one of four licensed banks in Bermuda)



Headquarters

34 Bermudiana Road, Hamilton HM 11, Bermuda



Line of Business

- 👤 Retail, corporate and high net worth individuals
- 📁 Business operations include estate planning & trust administration, corporate administration, private banking & wealth solutions, business banking and global custody & brokerage.



Assets

\$780 000 000 [2017]

Other key metrics



Deposits \$585 000 000

Source: Bermuda Commercial Bank and www.bcb.bm

Challenge

Bermuda Commercial Bank (BCB) wanted to implement a tailored channel policy to serve their geographical customer spread and to maximize customer satisfaction by the use of electronic channels. The Bank aimed to offer to its clients a secure, user-friendly and powerful omnichannel solution allowing them to perform their financial activities and central administration management, that would include channels, marketing material, services, functionality, access levels, limitations and support customer segmentation.

Additionally, the Bank wanted to enable strong corporate functionality and corporate administration facility in order for businesses to be able to give access to their employees, while limiting what they are able to see and do on the system. They also requested customer and product data migration from the old core and internet banking system.

The Bank requested for a successful track record in interfacing with Temenos core banking system and flexibility in interfacing with other third-party systems including card management systems, as well as a fast implementation, to provide a go to market advantage.





**“A secure,
user-friendly
and powerful
omnichannel
solution”**

Solution

After a long evaluation procedure, NETinfo was selected due to the vast experience in integrating with Temenos core banking system, the broad range of the provided corporate functionality, the fast delivery cycle and the migration capability and experience.

For BCB we delivered a complete omnichannel solution that includes responsive internet banking covering all browsers and devices, a hybrid mobile banking app with rich retail and corporate functionality and advanced alerts & notifications management tools. Additionally, the Bank was provided with a powerful administration module for the central management of all channels and customer segments. The Bank can also provide their corporate customers with a portal, as most of them are located outside Bermuda, to facilitate self-administration for creating their organisational environment, i.e. set up their own users along with the necessary accesses and rights/constraints, e.g. signatory rights, limits, 2-factor authentication etc.

The Bank was also delivered with personalised services to BCB's retail, corporate and high net-worth clients, that include on-line application for bank's products, for paperless, straight-through processing, and alerts and personalisation management tools, offering a seamless and frictionless customer experience.

“Seamless
and
frictionless
customer
experience”

Benefits

- ✔ A secure, user friendly, online banking system providing access to customers around the clock, covering both individual and corporate clients, irrespective of their location.
- ✔ Strong corporate functionality including complex signatory structures and trade finance and bulk payments facilities, to help the Bank acquire and handle important corporate customers.
- ✔ Online onboarding and account acquisition facilities that enables the bank to increase its customer base.
- ✔ Corporate administration facility enables the Bank to offer a distinct service for its corporate customers that enables self-administration.
- ✔ Central administration management for in-house control of the whole system and its channels and services.
- ✔ NETinfo is a digital tool for the Bank, exposing any new service or product to the channels securely, easily and without seeking for vendor's assistance or intensive IT resources.
- ✔ The Bank successfully executes targeted campaigns through the electronic channels, addressing different type of customer segments including millennials, basic retail, ladies, SMEs, large corporate customers and any other segments dynamically created by the Bank.

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