

TEB INFORMATION TECHNOLOGIES

By using its own resources, TEB Information Technologies develops revenue-enhancing or cost and/or risk-reducing projects required by the Bank in line with its tactical and strategic targets.

Applications are offered to the Bank and its customers on with uninterrupted, 24/7 services. By keeping a close view of technological developments, TEB Information Technologies plays a key role in the development of new products and services to be offered to customers and in the improvement of the Bank's processes.

The basis of the efforts of the TEB Information Technologies Group in 2011 was the integration of the TEB-Fortis system.

In order to ensure system integration, a variety of projects were conducted in the legal and brand merging of the two banks. While the legal merger had been completed by February 2011, the system merger was completed, with great success, in July 2011 in a rapid, well-planned manner at an intensive work pace, having predicted the advantages to be introduced by the rising synergy.

During the merger, TEB Information Technologies focused not only on ensuring a technically seamless system migration, but also on the management of customer experiences in all delivery channels in the best possible way. The system merger was gradually realized group by group (by groups of branches), while the effective completion of all preparations was coordinated and the integrated operation of both systems was ensured until the whole merger was completed.

Under the Business Processes Management, improvement work on critical business processes were performed in line with the Bank's "Practical Banking" vision and by employing the Lean Six Sigma methodology, which is also used by BNP Paribas.

Within the framework of business continuity, the new emergency center was established and entered operation as a professional service in a manner that meets the needs of the merged bank.