

BANKS TO OFFER BASIC SERVICES FIRST Full bank integration likely to take more time

BoB, Dena, Vijaya to Soon Offer Services to Customers of All 3

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Mumbai: Bank of Baroda (BoB) will take the first step towards integrating individual customer services of Dena Bank and Vijaya Bank customers later this month by throwing open basic banking facilities to customers across all three lenders. This seamless transition will be a record as it has been done within two months of the merger announcement and marks an important step in what is a complex public-sector bank merger.

BoB is planning to offer a few basic services such as balance enquiry, cash withdrawal, cash deposit and cheque book requisition through a limited subset of branches of the three banks and expects to roll them out to all the combined bank's more than 9,500 branches later this month.

"We have tested this basic interoperability and these facilities can be accessed by any of the three banks' customers. The full bank integration will take time but this is a first step which we have implemented," said VS Khichi, executive director at BoB, in-charge of retail, agriculture and MSME banking.

Khichi said the quick integration for these basic services was possible because all three banks were on the Finacle IT system, two using different versions.

"It is easier for BoB, Dena and Vijaya to integrate basic services because they are on the same Finacle platform. We took a year to migrate because Kotak was on Finacle and ING was on FSS' Profile," said a person who was closely involved in the Kotak-ING merger and who advised Bank of Baroda on the migration. He spoke on the condi-

Three-way Deal



The consolidated Bank of Baroda will be the second largest public sector bank

IT WILL have more than 9,500 branches, over 13,400 ATMs and in excess of 85,000 employees



AVAILABILITY OF basic banking services will allow the more than 120 million customers of all three banks to transact at any of the branches



BOB IS hoping the full integration will be completed within 18 mths

tion of anonymity.

Khichi said the bank is looking to cut short the system migration and expects to complete the whole migration in the next 18 months.

"BCG is helping us do the integration management and we expect everyone to be on the same platform in the next 18 months. We expect this merger to also give other benefits like helping Dena and Vijaya to use our central processing units which will make loan approvals more efficient," he said.

All three banks have managed to integrate the HR functions and integration of the IT infrastructure is a work in progress. "HR integration and IT integration are the two main things.

HR integration has happened smoothly and whatever was the best among the three banks has been given to the staff. We have been holding grassroots meetings to settle their anxieties," Khichi said.