

MCB Bank upgrades its core technology platform

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RECORDER REPORT

MCB switched over to the upgraded version of its core banking system within the planned timeframe, with a view to providing improved and better services to its valued customers. This platform is one of the most advanced banking solutions and the largest data migration project of its kind in the country.

A project of this size for a bank as large as MCB with over 1,200 branches and around 5 million accounts is an intricate and challenging undertaking involving migration of huge data and integration of several systems. Post upgrade, the bank enabled its services on the upgraded application including digital banking channels (ATMs, mobile, debit/ATM cards, internet banking) since Monday (March 17, 2014) and has successfully executed hundreds of thousands of transactions worth billions of rupees since the cut over.

However, as is common in projects of such large-scale and complexity, there have been a few teething issues leading to partial time-outs of certain services. The bank is undergoing a stabilisation phase and issues related to temporary degradation of services are being handled diligently to ensure minimum impact on customer services. MCB regrets inconvenience caused to its customers and assures them of a much better service experience in future as a consequence of this endeavour. -PR

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