

Case study: Heritage Bank Mobile Banking



The Opportunity

Heritage Bank's existing mobile applications on Android and iOS required additional functionality to support the New Payments Platform (NPP). This significant functional change provided the additional opportunity to review their mobile banking platform's useability, scalability, and performance, which Heritage considered underperforming, and customers disliked.

4impact's Approach

4impact assembled a cross-discipline team, blended with Heritage Bank's internal digital and technical staff.

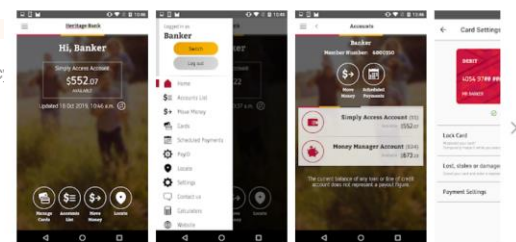
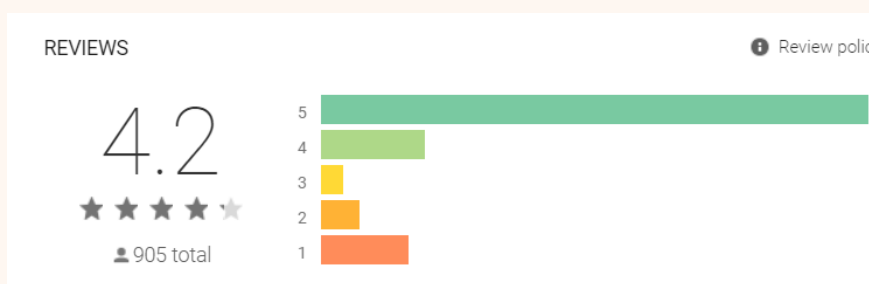
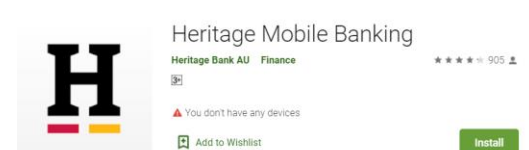
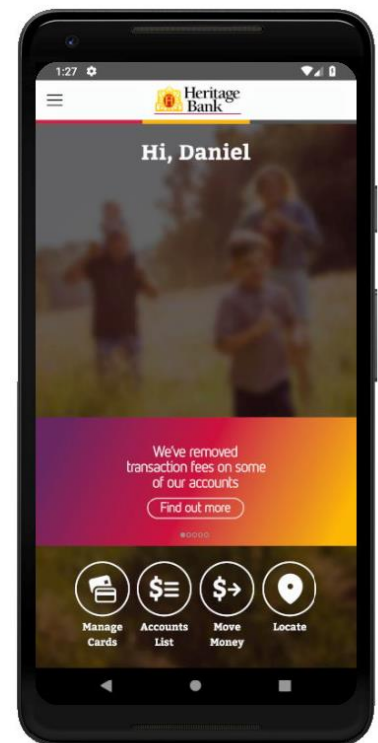
A rapid discovery phase identified critical technical issues with the existing native mobile applications and the integration with Heritage core systems. In addition, new integrations and APIs were required to support NPP platform functionality.

The mobile applications required reverse engineering as the original development and testing documentation was non-existent.

A parallel team worked on customer and user experience to elevate the applications to the level of useability and quality Heritage customers expected. The result was a significant refactoring of the original mobile applications.

4impact and Heritage collaborated end to end, from requirements, wireframing, development, testing through to release. 4impact DevOps teams restructured and automated the development and release environments to ensure future improvements and updates were frequent, cost-efficient and straightforward.

4impact continued to support the full environment for several months past the warranty period until the internal operation teams were upskilled and confident to support the applications and integrations to core systems.



Ever needed to check your accounts, transfer some funds, pay a bill, or find a Heritage Branch or ATM while you're out and about? With the free Android® mobile app you can do all of that.



Key project statistics and success insights.



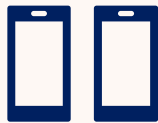
5,000
CUSTOMER SIGN UPS



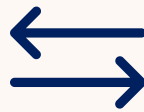
100,000+
CUSTOMER DOWNLOADS



85%
CODE REFACTORED



OS
IOS & ANDROID NATIVE



150,000
TRANSACTIONS / MONTH NPP



100%
ON TIME & ON BUDGET

4impact's Experience snapshot



- New Payments Platform (NPP) implementation.
- Mobile banking application development.



- Back-to-green core banking recovery.
- Core banking and lending transformation.



- API architecture and development.
- Core systems upgrades and customisation.



- Sitecore upgrade development.
- New Superannuation product development.



- Architecture design and implementation of ERP API messaging layer.



- Core systems development and upgrades.
- Implementation of new insurance products.



- Consolidation of external customer API services and internal inter-company API services.



- Design, implementation and ongoing support for Oracle SOA migration.

The 4impact Advantage.

4impact is a consulting and technology services business with a primary focus on the delivery and implementation of complex technology projects. We value relationships - with our consultants, with our clients, and with our suppliers and partners.

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