

## Case Story Payment Systems & Banking Software

## Message Delivery System



### Proekspert strengthens Nordea's profile in Estonia

Nordea Bank, Estonia aimed to gain more business by targeting customers. Proekspert developed a universal message handling system which helped Nordea develop a stronger profile - and reach more important key customers in their market.

#### The Challenge:

Nordea challenged Proekspert to create a universal message handling system capable of sending notifications of payment receivables to bank customers.

The message handling system was defined so as to use the same format as most other banks in Estonia. However, since the relation between the underlying messaging product middleware, Sonic MQ, and the banking system was not developed by Proekspert, the software engineers were facing a real challenge. The technical objective was clear: setup and integration should fit and work perfectly! Heikko Ellermaa, Technical Project manager at Proekspert recounts: *"The technical challenge was mostly about making the integrations work with the existing systems, getting all the relevant connections in place - This was a clear objective throughout the whole process - and our biggest challenge"*

#### The Solution:

The message handling system was designed to send notifications of the payment receivables, allowing statement information to be sent periodically. The solution included a back-end system to be connected with the corporate banking system TeleHansa, ensuring

"Can't imagine a project without them! Proekspert demonstrated not only expertise, but also how a professional approach and dedicated employees inject true value into the process."

*Andres Krumm  
Nordea Bank Estonia*



#### THE CLIENT

Nordea Bank Estonia is a branch of Nordea Bank Finland, and a part of Nordea Bank AB (publ), **the biggest financial group** in the Nordic countries. The Nordea Bank AB financial group incorporates Nordea Bank Finland, Nordea Bank Norway, Nordea Bank Sweden and Nordea Bank Denmark, as well as the insurance companies Vesta, Livia and Nordea Life, and subsidiaries handling leasing, real estate and securities for the banks. Nordea pursues three fields of activity: retail banking, business and institutional banking, and asset management and life insurance. In the Nordic countries, the Nordea Group has nearly **10 million customers** and **1,400 branch offices**, with **5.1 million e-customers**.



that the solution integrated completely with the existing architecture. Andres Krumm, Nordea Bank Estonia says: *"When we found a need for this service in the market, we chose Proekspert because of their excellent references"*.

- It turned out to be a wise decision. Proekspert's know-how and experience with similar systems turned out to be very valuable in the development process. For Nordea, the customer, this meant a short reaction time and firm management of the project when obstacles popped up.

Nordea Bank acknowledges that Proekspert was an invaluable supervisor throughout the process of developing their product. There was a simple explanation for this close and smoothly functioning cooperation: Proekspert focused on targeting customers and knew the architecture well. Therefore the engineers were capable of advising Nordea as to the most efficient solution.

*"We showed which product development ideas were possible and how improvements could be placed on top of the existing system architecture. Combining this knowledge with our message queue know-how, we developed the right solution"*, says Heikko Ellermaa, Proekspert.

The message handling system was delivered exactly on the estimated time. When launched, it brought true value - not only to Nordea bank but also to the customers who were ready to start using the service.

*"We gained some important key customers - and a stronger profile in the market"*, says Andres Krumm, Nordea Bank Estonia. He characterizes Proekspert as a dedicated company with a very professional approach and can recommend Proekspert to other companies.

**"The professional approach and dedicated employees are Proekspert's greatest strengths", he says. "Proekspert is a company that gets things done. To be honest, I really felt like a customer for the first time"**.



## CASE OVERVIEW

### Client:

Nordea Bank Finland Plc, Estonia Branch

### Project:

Message Delivery System

### Project objectives:

Implement the receivables notification handling system

### Calendar duration:

Start: Feb 2008

End: Apr 2008

### Project volume:

550 hours

### Competencies involved:

Technical Project Management

System Analysis

Solution Architecture

System Design

System Programming

Testing & QA

### Methods applied:

Used agile project management method, such as Scrum

### Locations involved:

Work was mainly carried in Proekspert facilities in Estonia