



Walking you to excellence

People | Process | Technology



... we've been there,
seen it and done it

Making a difference

MCB Consulting Services Ltd puts all the different pieces of the business puzzle (Process, People, Technology) together seamlessly and provides you with sustainable solutions that walk your company through its pursuit of development, innovation and growth, until it reaches excellence. Our diverse and agile team is not just here to advise you but to accompany you throughout the journey of transformation. Our expertise is threefold:

- We provide advisory services, ranging from strategic planning and execution to risk management, business process reviews and organisation reviews
- We assist you in the selection, implementation and maintenance of the IT solutions that you need
- We provide training services

Who we are and what we do?

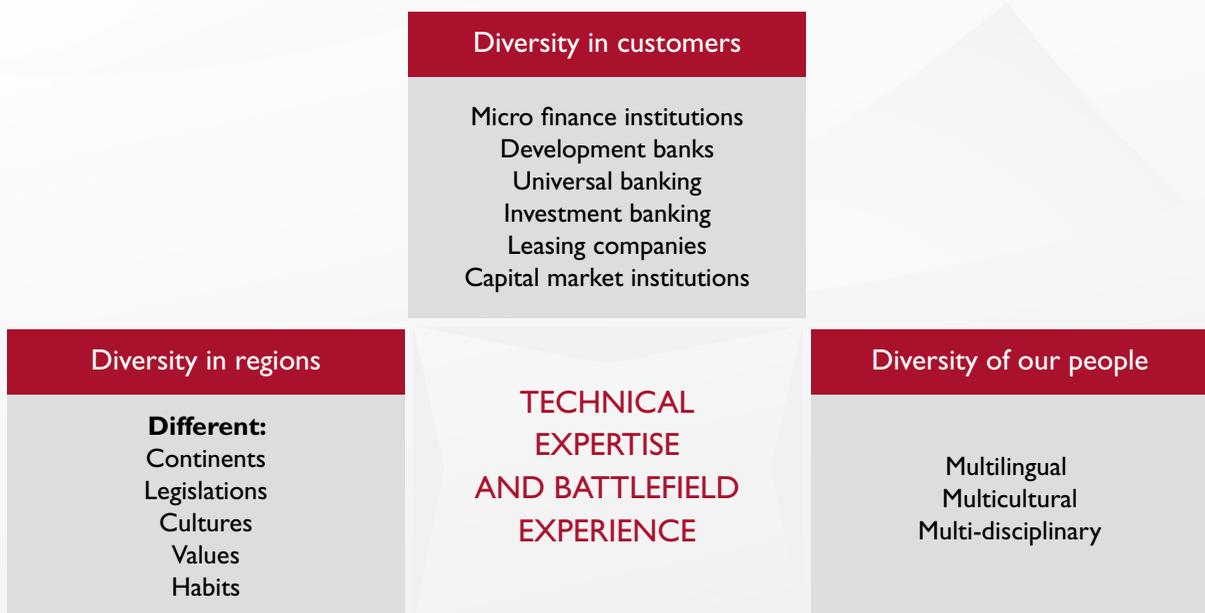
Launched in June 2014, MCB Consulting is a wholly owned subsidiary of MCB Group. The company originated from the Group Project Management office which spearheaded some specifically identified strategic projects including the implementation of a new core banking system (T24 of Temenos) in the light of a specific strategic projects.

Capitalising on this strong battlefield experience, MCB Consulting was set up with the stated mission of providing a wide array of solutions to organisations across different continents. We are in a privileged position that enables us to help our customers transform their business and achieve their growth objectives.

Diversity of experience, value of diversity

"Strength lies in differences, not in similarities" - Stephen Covey

The single most important attribute that makes our strength is our diversity: The diversity of our workforce, the variety of the clients we serve and the different regions in which we operate. This diversity of skills, experience, exposure and expertise consolidate our ability to tailor our solutions, work approach and recommendations to your unique needs and operating context.

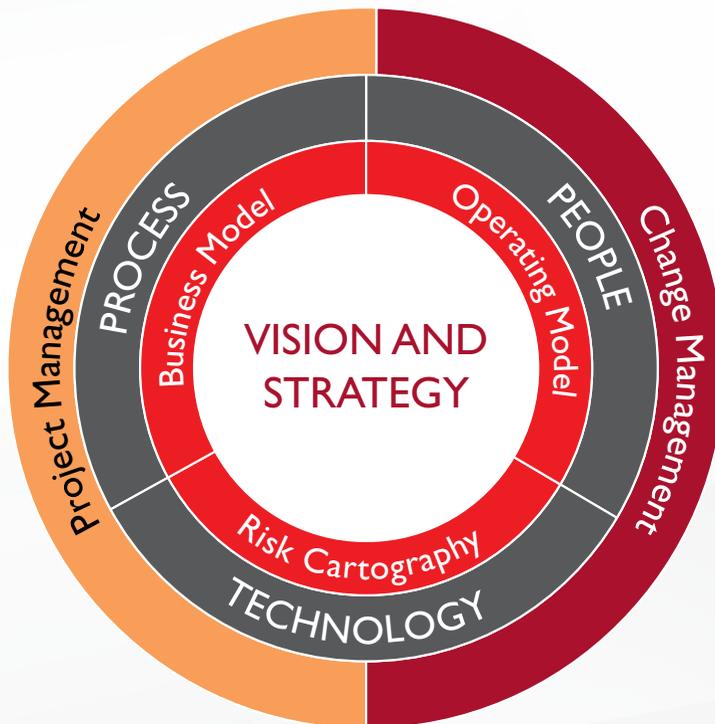


Core Business Values



Our Focus

We guide you all the way through your business transformation process



Establishing the strategic focus of an organisation and aligning the key pillars (Process, People and Technology) to support the achievement of approved objectives

We assist you in defining your strategies and identifying the initiatives that need to be implemented to support your overall objectives. We also help identify the risks which could prevent the attainment of identified objectives. But it's not just about pinpointing the risks, it's also about identifying the mitigating measures that need to be put in place.



People

Financial services have been and will always be a “People Business”

Helping you create an engaging, motivated, skilled and performing workforce through our expert human capital solutions.

At MCB Consulting, we know what really matters is the ability to translate your strategy into actions with your people as the most important driver. We provide you with a complete range of customised business solutions such as:

- Change management
- Organisational reviews
- Performance management
- Training and capacity building



Process

Business process improvement is a must in today's operating environment

Today, organisations are being challenged to do “more with less” under more stringent regulatory requirements and even more demanding customers. When designed and successfully implemented, business process improvement initiatives can deliver substantial benefits to your organisation, including improved customer experience and loyalty, more efficient resource utilisation, higher quality products and services, lower time to market and enhanced compliance with regulations and policies.

We work very closely with our clients and help them in their business process improvement initiatives through:

- Analytics for process management
- Assistance to achieve ISO certification
- Customer journey mapping
- Process audits and redesign
- Process documentation and procedure manual
- Service quality management

These initiatives impact on both sides of your income statement - on one hand, it improves your costs to income ratio through reduced processing time and less reworks and on the other hand, it generates additional revenue through “better” sales.



Technology

Technology has changed the way businesses operate

Having the right technology, implementing and using it well, all combined together, create the necessary conditions for your business to excel. When technology investments fail, every aspect of your business comes to a grinding halt.

We collaborate with our customers by providing end-to-end IT services, both in and around core systems. Our range of services include:

- IT health checks
- IT strategy and technology roadmap
- IT training
- Maintenance and support
- System implementation and application development
- System selection

To provide you with the technological solutions that you need, we have partnered with some of the leading software creators in core banking, leasing, business intelligence, enterprise knowledge management and distribution channels.

Our Strategic Partners



Temenos is the world leader in banking software, partnering with banks and other financial institutions to transform their businesses and stay in a changing marketplace. Over 3,000 firms across the globe, including 41 of the top 50 banks, rely on Temenos cloud-native, cloud-agnostic front office and core banking, payments, fund management and wealth management software products enabling banks to deliver consistent, frictionless customer journeys and gain operational excellence. MCB Consulting was the first service partner of Temenos to evolve from a banking environment while using its software. Temenos has chosen MCB Consulting to be a reference site for international banks looking to implement its solutions and a member of its centre of excellence. MCB Consulting is a certified Temenos Training Partner for Africa, and a certified InclusiveBanking partner worldwide and to be a member of its centre of excellence.



operational excellence delivered.

GIEOM is the world leader in Enterprise Productivity software products. GIEOM creates software that enables process-driven organisations to increase their operational efficiency, accelerate digital change management, and optimise compliance adherence. GIEOM is a one stop-shop that acts like a Google map for businesses, guiding users in the right direction, depending on their specific needs and requirements. GIEOM is an ISO 9001:2015 certified company and enjoys the confidence of over 40 Financial Institutions in more than 50 countries.



Cassiopae is a global leader in finance and asset management software. Multilingual and multi-currency, Cassiopae solutions offer a fully customisable Web 2.0 user interface based on the latest technological standards and compatible with environments such as Oracle®, UNIX®, Linux® and Windows®. Cassiopae has been in the business of providing financial solutions and asset finance industry expertise for over 30 years and has grown steadily in every way.



Dynamis Solutions

Dynamis Solutions is the first fully fledged Core Banking and Testing Advisory Company. It was created by a team of experienced consultants with a sum of more than 50 years of successful projects in core banking systems implementations and upgrades. Dynamis Solutions' unique testing framework has been developed through the years to satisfy the need of highly qualified resources performing efficient and effective testing based on a testing library which is built on the latest releases of Temenos T24 Transact and Temenos Infinity, a library of known issues, risks and challenges. Automated testing tool T-Genius is designed to complement Dynamis Solutions' testing framework with the purpose of increasing the efficiency and maximise the effectiveness of testing.



MS (Information Management Solutions), part of ITG (Information Technology Group) a Lebanese holding company, is a solution specialist for various industries, providing state-of-the-art, powerful, scalable solutions based on customer needs. Their operation signature segment is the implementation and support of the worldwide number one core banking system Temenos Universal Suite. IMS caters to three core verticals: Banking Solutions, System Software, and Insurance and Reinsurance Solutions.



ACTICO develops technologies and software solutions for the automation of decision processes. The basis is the ACTICO Platform, an integrated software that links state-of-the-art technologies such as cloud and machine learning with rule technology. This allows complex business decisions to be graphically modelled and converted into executable programmes with one-click execution.





Our People

MCB Consulting has more than 70 dedicated, dynamic and diverse team members, having over 300 years of combined experience in banking and/or management/IT consulting, and who speak over 8 different languages. To reflect the global audience that we serve, we have experts from Greece, Romania, India, Pakistan, France, Madagascar and Mauritius.

Our Expertise



The Voice of our Employees

“My journey started with MCB, during the T24 implementation: challenges, adventures, but we had a ‘vision’: let’s do it the right way! And the journey started... This ‘dream team of bankers’ decided to transfer their knowledge by sharing experience and learning from each other. MCBCS has just changed the way projects are managed. We are a unique team and a family that cares for each other.” - **Sofia Panou, Director of Consulting**

“What makes MCB Consulting different to other consulting services is that we have a blend of experienced banking and consultancy resources, which enables us to better understand the customer’s requirements and thus deliver beyond expectations.” - **Shridhara Shrikantiaha, Lead Technical Architect**

“Mastery, Coherence, Banking - Collegiality, Solidarity” - **Marian Mirea Ovidiu, Head of Core Banking System**

“I joined MCB Consulting right out of secondary school and I could not have imagined what a great opportunity I was walking into. I am faced with exciting new challenges every day, which gives me the chance to grow and develop into an experienced and business-savvy professional.” - **Andy Waterstone, Business Consultant**

“It’s a privilege to work at MCBCS. I have the opportunity to work with colleagues from different countries and areas of expertise. My clients come from across 4 continents. What a shift from being a Teller in a commercial bank!!!” - **Giovani Chowreemootoo, Business Consultant Support**

“A once-in-a-lifetime opportunity... a unique blend of business people with banking backgrounds and experienced IT consultants working together towards helping our customers” - **Bruno Ramen, Deputy Head of Core Banking System**

“Being a part of the Service and Maintenance team is helping me master multitasking, broaden my horizons and learn the ins and outs of T24 and other tools that I could barely master 6 months ago.” - **Dhanishta Ramashire, Business Consultant**

“Life within MCBCS is a thrilling adventure that helps me grow both professionally and personally.” - **Yannick Rioux, Senior Business Consultant**

Our Areas of Intervention

We offer end-to-end IT services, advisory as well as system, business and executive training support to organisations. Below is a further illustration of our services.

	System Implementation/ Maintenance & Application Development	Advisory	Training
Temenos Products	<ul style="list-style-type: none"> Data Migration Implementation Local Development & Customisation Performance Optimisation Service & Support Testing Upgrade 	<ul style="list-style-type: none"> Health checks Project Governance Process Alignment 	<ul style="list-style-type: none"> Technical Training Functional Training
Business Intelligence	<ul style="list-style-type: none"> Data integration Data Management Data Warehousing Reporting 	<ul style="list-style-type: none"> Data Modeling/SSAS Cube design PowerPivot Modeling Power Bi Modeling/Visualisation 	<ul style="list-style-type: none"> Training in analytics
GIEOM	<ul style="list-style-type: none"> Technical Implementation 	<ul style="list-style-type: none"> Tailor assistance for optimal use of GIEOM 	<ul style="list-style-type: none"> Functional Training for all types of users (administrator, power user, end user)
Credit Management	<ul style="list-style-type: none"> Loan Origination System implementation of ACTICO 	<ul style="list-style-type: none"> Credit Risk Modeling including Credit Scoring and Risk Rating Solutions 	<ul style="list-style-type: none"> Review of Credit Processes Capacity Building Credit Management
Other areas of intervention	<ul style="list-style-type: none"> Cassiopae Development of Workflows StreamServe 	<ul style="list-style-type: none"> Enterprise Risk Management [Business Risk Workshop] Business Process Reengineering Change Management Project Management Strategic Orientations Workshop Digital Business Transformation Workshop Segmentation strategy Organisational Structure and Operating Model Redesign IT System Integrator Services Selection for Banking System 	<ul style="list-style-type: none"> Banking Operations Training Needs Analysis