

## Proc case supported a mission-critical pension benefits system for a leading Canadian financial institution

### Scotiabank

Client since 1999

Location: Toronto, Ontario, Canada

Industry: Financial/Insurance



### Client Overview

Scotiabank is one of North America's leading financial institutions and Canada's most international bank. Scotiabank provides a broad range of retail, commercial, corporate, investment and international banking services to millions of customers around the globe. Through branches and offices in some 50 countries, the 51,000 employees of the Scotiabank Group and its affiliates deliver unparalleled service.

### Client Objectives

Scotiabank needed a partner with pension systems expertise and technical expertise to support their Pension Benefits System (PBS). The system had to support the bank's 51,000 employees. Scotiabank was looking for a consulting firm they could trust, and rely on to ensure the smooth running of their mission-critical IT system.

### Proc case Contribution

Proc case offered pension and technical experts from the original PBS development team. Scotiabank signed on to a long-term support contract that included access to these resources, DBA services emergency support as well as a test and development platform.

Proc case offers a flexible support contract that provides assurance to Scotiabank that experienced staff would be available to provide emergency support. Further, the contract allows access to a variety of skills sets as required. The Proc case team provided ongoing maintenance, upgrades, enhancements and platform migration. Proc case became a trusted supplier that Scotiabank relied on as an integral part of their pension system support team.

### Technology

Oracle database, Oracle Forms, Unix

### Results

Proc case Consulting has pension systems and technical expertise that fit Scotiabank's needs. Proc case also offers a flexible support contract that includes on-demand access to resources and reliable emergency support. Scotiabank has been able to rely on Proc case services to enable them to enhance support for their pension administration system.