



BANKING INDUSTRY EXPERTS



Intertec International is a global IT Services company founded in 2002 with headquarters in Phoenix, Arizona. Our offices are located in the United States and United Kingdom, and our nearshore technology center is located in San Jose, Costa Rica.

PASSION & MISSION

**WE ARE PASSIONATE ABOUT
THE SOLUTIONS WE PROVIDE
TO OUR CUSTOMERS.**

Our mission is to understand the customer's needs and to deliver results with uncompromising integrity and performance.

6+ YEARS OF BANKING INDUSTRY EXPERIENCE

Intertec has a proven track record of working with a major US bank solving technical problems through customized solutions.

WHY GO NEARSHORE?

Costa Rica is a low risk option to scale with world class infrastructure, software skilled talent trained in Agile, modern web delivery methodologies and coding best practices. We can also deliver a 30% cost savings compared to similar US based services, and time zone alignment for live conference calls and team interaction.

WHAT MAKES INTERTEC UNIQUE

- Relocation program to access global IT talent
- Greenhousing and internship programs with successful track record
- Ability to staff onshore resources to complement work being performed from our Costa Rica Nearshore Technology Center
- Large technical teams with broad expertise and ability to advise, implement, or manage challenging technical customer operations
- Experience adapting quickly to changing customer needs and requirements
- Flexible engagement models
- Our Nearshore Technology Center is a secure facility with infrastructure redundancy

BANKING BUSINESS UNIT EXPERTS

We provide top quality resources, with strong technical talent in the banking business in areas such as:

- Consumer Lending Technology
- Enterprise Technology Infrastructure and Security
- Payments Virtual Solutions and Innovation & Community Banking Technology
- Wholesale Banking and Wealth & Investment Management Technology



RESOURCES AVAILABLE IN OUR NEARSHORE TECHNOLOGY CENTER

ACCESS MANAGEMENT <ul style="list-style-type: none">> Application on boarding (Web Services/Flat File/Symphony/AD)> Data reconciliation> Middleware> Data Engineering	SOFTWARE DEVELOPERS <ul style="list-style-type: none">> Micro-services> Cloud Development> User Experience> ECM (FileNet/Sharepoint)> Mobile> Data Engineering
BUSINESS SYSTEM CONSULTANTS <ul style="list-style-type: none">> Lean/Agile> Discovery Phases> BRD, FSD, BCP	QUALITY ASSURANCE <ul style="list-style-type: none">> Automation Engineering> Load/Stress/Performance> End to End manual testing
SECURITY & INFRASTRUCTURE ENGINEERS <ul style="list-style-type: none">> Vulnerability remediation coordination and middleware updates> Second/Third level/F5 configuration. Windows/Unix servers for Banking platforms> Network scanning> Telecomm (Contact Center Technology/IVR/LiveChat)	DATABASE ADMINISTRATORS <ul style="list-style-type: none">> Oracle/SQL/My SQL> Big Data and Analytics



EXAMPLE OF HOW OUR TEAMS WORK:

INTERTEC'S PRODUCTION SUPPORT GROUP

The Intertec Production Support Team supports critical work for Virtual Banking Channels in a nearshore model with time zone alignment and proximity.

SUPPORT PROVIDED:

- Second Level 24/7 production environment support for applications, risk and hardware monitoring.
- Product Services Management which ensures availability of all public sites and internet banking products and services.
- Technical Project Management Services is responsible for planning and facilitating all activities and resources required to successfully complete an implementation for pre-production and production applications and systems.
- The Technical Project Management Services team oversees OS Security Patching for over 1,500 servers. This includes monthly OS patching, Firmware upgrades, and Risk and Regulatory remediation support.
- Third Level Support Engineers are our Web System Engineers who execute the security patches, support software releases and hardware refreshes, as well as real-time monitoring in a flexible shift model.
- Tiger Teams for Risk and Regulatory teams integrate across Virtual Channels to support for OS Security Patching, Applications, Middleware, OS and Database remediations and middleware cleanups.

GREENHOUSING PROGRAM



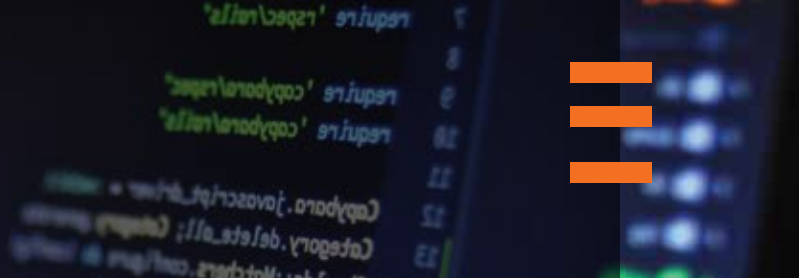
Intertec offers clients the advantage of a methodology that allows acquisition of expert resources in hard to find niche skill areas. This helps customers to expand their talent pool while driving cost savings and long-term value. The expert resource develops a team of capable talent by mentoring and implementing greenhousing strategies.

THE BENEFITS OF THIS PROGRAM ARE:

- + Niche experts are recruited from global sources and relocated to Costa Rica to stand up new support teams in skillsets that are hard to find or where there is a global shortage of talent.
- + Our Greenhouse Leader works with the bank business units to understand the strategies, roadmap and skills needed to accomplish key objectives for the line of business.
- + Our Greenhouse Leader builds a team around them of different experience levels (interns, junior, mid and senior level resources).
- + Blended skills and experience levels bring cost benefits and strategic value, such as career path and longevity, into the engagement.
- + Our Greenhouse leaders act as ongoing technical team single points of contact and SMEs, working closely with the onshore team and also in direct operational day to day work and driving innovation.



CASE STUDIES



1. CREATING A NEW GLOBAL WORKFORCE



CHALLENGE

The mortgage lending platform has increased its reliance on global workforce to deliver technical development and support. Onboarding new talent came with delays on getting new team members ramped up and also saw degradation of code quality and inability to work autonomously. Lack of proactivity, unit testing, correct indentation, technical documentation and best practices posed a challenge to the banks US based technical team leaders. The time zone and effort involved to get resources up to speed and deliver best in class code was increasingly becoming a risk.



SOLUTION

The banks leaders partnered with the technical leaders at Intertec to develop a strategy to improve the effectiveness and output of its global workforce. Intertec's technical team leaders used flexible hours to have daily early morning and late day scrum calls, mentoring, code review and training sessions with its offshore partners. Weekly status calls were created directly with US and offshore leadership. A "buddy" system was set up so every offshore resource had a technical mentor from Intertec that could provide training and real-time mentoring.



RESULTS

The implemented best practices, mentoring and training by Intertec's tech leads also allowed for a "follow the sun" model to be born. Now around the clock, both offshore and Costa Rica resources work together to ensure speed to market and product releases are not delayed or quality is not compromised. With this new model, using Costa Rica's top technical and business knowledgeable resources to technically lead offshore resources, consumer lending has seen more speed, quality and quantity in the work delivered. A true global workforce to support the bank's mortgage lending platform has improved overall results and also provided cost savings.

2. IMPLEMENTING INNOVATIVE SOLUTIONS



CHALLENGE

As safety and soundness initiatives took priority in 2017, Intertec worked tirelessly with Virtual Channel leaders to develop a roadmap to successfully partner and deliver the highest value in this enormous effort. The full lifecycle of patching servers and middleware became a key area of focus for Intertec's production support team of 80+ resources. Due to the high volume of remediation patches an opportunity to improve the visibility of work completed across the applications and improve critical decision making.



SOLUTION

A tiger team was formed to prioritize and innovate. Intertec's Production Support Group took the existing excel spreadsheets used for monitoring and created a SharePoint workflow that automated the time consuming manual process. The new automated process included a real-time monitoring tool that was available to all stakeholders and allowed visibility that was lacking in the previous version.



RESULTS

This new work flow tool now provides automated reports and includes an escalation logic for all the platforms that are not responding, and standardized a process into something easy to access and provides timely critical data. The new end to end solution was socialized and rolled out to all digital channels. This is another example of innovate solutions Intertec's top talent delivers every day to the banks most critical strategic goals.