
SPARC PROJECT

SYSTEM AS A PLATFORM TO ACCELERATE ROBUST CUSTOMERS' EXPERIENCE



We had the privilege to interview five of the SPARC team members and get to know them better at the same time gain some insight on the status for the SPARC Project.

SPARC was first implemented on March 2016 upon BOD's approval on December 2015 with its purpose to upgrade and introduce new modules. This shall further enhance the Bank's processes and to enable creation of new products.

Previously referred to as the ICBS Project, SPARC aims to improve the Bank’s existing core banking system and implementing new systems in the Bank. With extensive research, the project aims to provide better customer service by automating the process and making our customers’ banking experience SIMPLER-BETTER-FASTER. The project also took into account to reduce human errors in the Bank. This shall also enable the core banking system to be at par with the competitors.

Thus far, the team has managed to complete the project initiation mobilisation and have gone into the pre-gap section that acts to identify on the hardware/software readiness up to the implementation stage, localisation & set-up of new & existing systems.

Many staff from the bank have been heavily involved in the project. Among them are the COAD staff as key team members. Here, they talked about their experience.

Q: How can this project benefit you and the bank? And how does this relate back to what you have done before?

“With this project KFHM Malaysia shall be able to provide premier banking experience to the customers by minimising manual information maintenance that shall lead to a greater data reliability.”

The team mutually agreed that although the expected end product from this project has changed from trying to deliver an end-to-end automation of processes under one phase to multiple phases, it is still without a doubt that by delivering phase 1, COAD will be able to utilise its asset (i.e. the staff) efficiently on delivering its services better to its customers rather than focusing on manual processes, which may result in human error. Be it internal or external.

Most of the customers’ financing account and information are maintained outside the system previously due to resource limitation. With this project KFHM Malaysia shall be able to



provide a premier banking experience to customers by minimising manual information maintenance that shall lead to a greater data reliability.

When asked what are among the challenges the team have encountered or will encounter in the future, they unanimously said that lack of resources in terms of manpower is a major concern. At the same time, gathering data hasn't been kind to the team either due to the limitation of the database previously. However, they believe that team work and continuous effort shall ensure the success of the project.

The project is expected to be rolled-out by November 2017 and along the way, feedback from branches and other relevant departments will be taken into consideration in order to form a system that shall represent the Bank for an efficient banking experience, which shall ultimately benefit the team.