

Publishing work for a Canadian banking major



Business Need

- Compliance of deliverables to quality parameters—accuracy, strict timelines, and response time
- Adherence to non-disclosure of confidential information
- 99.5% accuracy in deliverables
- Multi-capability platform
- Device-agnostic and translation friendly modules



Genpact Solution

Ongoing engagement since 2012, providing design and development support—client Intranet websites, banners, circulars, news, rate changes, PMOs, CAS updates, etc.

- Content publishing using TeamSite (CMS) and Dreamweaver
- Work on JavaScript, HTML and Photoshop
- Create and update procedures/news/circular and confidential information (Mortgage Rate Updates, Announcement News, and any other confidential information)
- Publish JavaScript procedures, create requirement-based banners
- Maintain/update all Intranet sites covered by off-shore team
- Publish media files
- Update expiration date of Intranet website content, Intranet troubleshooting
- Accurate deliverables within established timelines, and quick response time



Business Impact

- 25% cost reduction
- Error-free publishing
- Requested live time publishing on desired websites
- Increased user effectiveness
- Rapid engagement for process improvement
- Better searchable content over Intranet