

Citibank Case Study

Citibank Singapore Ltd. is a wholly-owned subsidiary of Citigroup, one of the world's largest financial services organisations. By combining local expertise with the strength of Citibank's worldwide consumer banking network, they also offer some of the world's leading range of financial services including deposit accounts, foreign currency deposits and investments as well as credit cards, mortgages, insurance, and charge cards.

Technowrites developed the documentation and training material for a regional credit approval system. This software developed by Citibank for Asia-Pacific region, had five different modules.



Projects Completed

We developed User Guides, Help Files and Computer Based Training for all the five modules. We also developed a web based tutor and examination and certification system.

Tools Used

MS Word, RoboHTML, Authorware, Flash, InterDev, FrontPage, Oracle 8i

Challenges

The various challenges Technowrites faced while performing all these tasks were:

- Working in close coordination with Citibank in Singapore and its development contractors in India, Singapore, and Australia.
- Obtaining a thorough understanding of the system, this was huge and complex to understand.
- Version control of all documents and CBTs as per the changes in the system.

Technowrites Case Study

Solution

Technowrites team was flexible to work on-site at Singapore, Australia and off-site at Technowrites office in India. This proved to be a key to do the project on time and at best price.

We developed approximately 50 hours of CBT material.

After successful implementation of the system in Asia, Citibank also implemented it in more than 30 other countries all over the world. The training material developed by Technowrites was used to train more than 50,000 users of the system all over the world.

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