

A banner image at the top of the page shows two men in business attire talking in an office setting on the left, and a blue-tinted image of a modern building on the right. The text 'Crédit Agricole' is overlaid in white on the right side of the banner.

Crédit Agricole

“ACE was willing to meet all our complex requirements across various Caisses Regionales, replacing a complicated and cumbersome routing system while achieving STP rates in excess of 98%,” said Michel Azard, Head of IT Project Management, Crédit Agricole.

“ACE was co-operative and accommodative, incorporating all our business and technical requirements, while offering pro-active solutions to solve our business issues.”

Business Challenge

Credit Agricole is a large and highly complex co-operative banking institution serving the French domestic market through a network of 34 Regional Banks (Caisses Regionales), and a total of 7,200 branches. It is one of the largest banks in the world in terms of shareholder equity.

The Caisses Regionales have been subject to a sequence of consolidation activity to reduce their number, improve efficiency and provide better customer service.

The central processing division handles the processing of all payments for the Caisses Regionales, in effect dealing with transactions generated by the bank’s 16.1 million customers through 12.2 million payment and credit cards and 8,650 automated teller machines.

Once transactions cross national boundaries, payment complexity compounds. In particular, when a French party attempts to make a payment to a non-French counterparty, an elaborate web of correspondent banks has to be searched to link the transaction from payee to recipient.

With the arrival of SEPA — the euro-zone effort to dissolve national boundaries for payments and create a single market in bank transactions — the complexity of the technological challenge scales exponentially. But the effort to create complete simplicity for the cross-border banking customer will facilitate a dramatic increase in low-value transaction volumes. Banks will have to cope with this increase in volume while also ensuring adequate monitoring of the increased activity.

Meanwhile, the ECB’s TARGET2 initiative will draw banks and central banks across the euro-zone ever closer, creating opportunities to improve liquidity management and offer new and improved services to customers.

Over the years, Credit Agricole had built up a complex artificial intelligence-based routing system through a combination of external services and in-house bespoke development.

As the regulatory and business environment changed, it was clear a new solution was required. The bank needed a proven, scalable, interoperable technology containing sufficient built-in options to make it future-proof in the business, operational and regulatory environment.

Business Benefits

ACE has provided a robust and reliable routing system - PELICAN STP - to Credit Agricole since 1998, working alongside the complex AI routing technologies that were now requiring upgrading. ACE's software, development cycle and technical personnel were trusted, with a track record of accommodating the bank's changing needs.

As a message router and fixer, the ACE Solution repairs error-laden messages so that payment is not held up. ACE provides seamless access to BIC and IBAN Codes.

Through implementation, STP rates have risen from 90 to 98%. The improvement in routing efficiency has debottlenecked message traffic, allowing an increase in daily message volumes to 18,000 from 7,000.

Although the bank has PELICAN Enhancer and GUI tools that allow it to make in-house modifications and corrections, it has the option and has exercised it to have ACE staff make such enhancements on an annual or as-needed basis.

Implementation was achieved through a combination of offsite development, and onsite refinement of rules. Unlike the previous implementation, development was done entirely by ACE staff, rather than the bank.

The ACE approach is modular. While supplying Credit Agricole with a set of STP and EAI applications, it also provides the option to progress to ACE's PELICAN™ solution, which is designed to benefit banks looking to make the most of both SEPA and TARGET2. Credit Agricole is committed to expand its use of the existing solution and collaborate with ACE for SEPA and TARGET2, as well as other projects.

Solution Overview

Credit Agricole adopted a suite of STP solutions from ACE, including PELICAN Enhancer™ (integrating STP IBAN STP+), PELICAN Analyser™, and EAI Designer™, with the option to evaluate and progress to full adoption of PELICAN™.

PELICAN Enhancer™

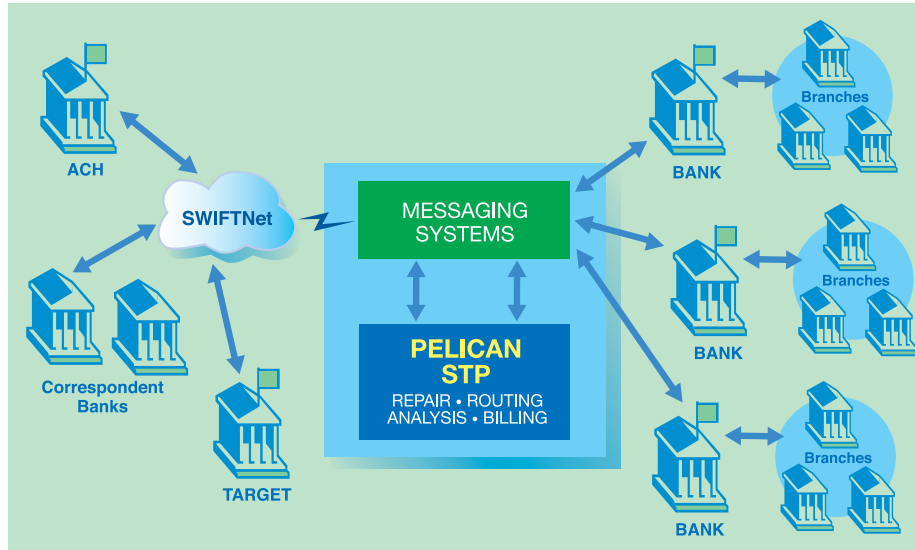
Enhancer is a state-of-the-art message repair module. It can process unstructured, dirty free-form messages, including telexes and faxes, turning them into structured Swift messages.

PELICAN Analyser™ (with Billing)

An STP analysis and customer-billing tool, PELICAN Analyser analyses message samples and produces STP rate based statistical tables and graphical reports. Reports can be generated using a variety of criteria including STP by message sample, by message type, by field, by customer, by country and by currency.

EAI Designer™

A complete tool for users, message designers and analysts to centrally manage their messaging environment. It allows intuitive design with the simple concepts of data/message manipulation and graphical business rule creation and maintenance.



STP and Message Routing System

CONTACTS

North America
ACE Software Solutions Inc

33 Wood Avenue South,
Suite 600, Iselin, NJ 08830, USA
Telephone: +1 732 603 4997
Facsimile: +1 732 321 6562
sales@acesw.com

Europe
ACE Software Solutions Ltd

53 St. George's Road
Wimbledon, London SW19 4EA UK
Telephone: + 44 208 947 7200
Facsimile: + 44 208 947 2694
sales_uk@acesw.com

Asia
ACE Software Solutions (I) Pvt. Ltd

Unit 21 SDF 1 SEEPZ
Andheri (E) 400 096, Mumbai India
Telephone: + 9122 28292337
Facsimile: + 9122 28290400
sales_india@acesw.com

