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# BANK IMPLEMENTATION: WHY LEADING PRACTICES MATTER TO CORPORATIONS



**SCOTT GRAF**

President, Prolific Banking

**CRAIG JEFFERY**

Founder & Managing Partner, Strategic Treasurer



## WHAT

Considering the challenges of bank implementation, as well as how to successfully navigate the process.



## WHEN

Wednesday, November 20, 2024  
2:00 PM - 2:30 PM EST



## WHERE

Live online presentation  
Replays at [StrategicTreasurer.com](https://StrategicTreasurer.com)



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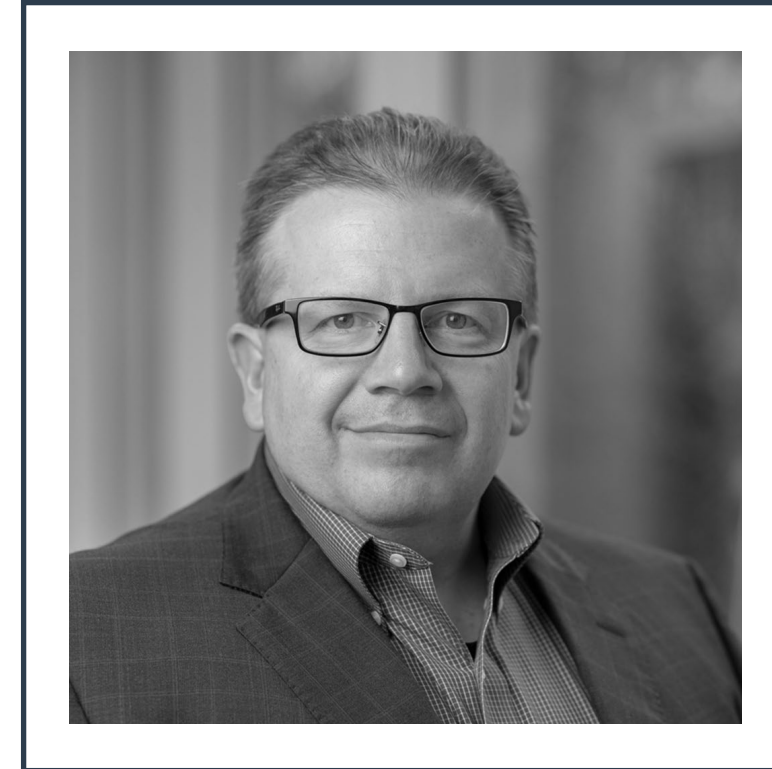
# ABOUT THE SPEAKERS

GET TO KNOW TODAY'S SUBJECT MATTER EXPERTS



## SCOTT GRAF

Scott is an experienced technologist in the financial services industry and a thought leader, offering clients a high level of technical expertise, operational efficiencies and cost-reducing methodologies. A proven startup founder, Scott is a strong technology professional skilled in security, full stack development, technical operations and enterprise architecture. He brings an innate ability to listen closely to the needs of his clients and create tools that resolve business-critical challenges.



## CRAIG JEFFERY

Craig Jeffery formed Strategic Treasurer in 2004 to provide corporate, educational and government entities direct access to comprehensive and current assistance with their treasury and financial process needs.

His 30+ years of financial and treasury experience as a practitioner and as a consultant have uniquely qualified him to help organizations craft realistic goals and achieve significant benefits quickly.

# TOPICS OF DISCUSSION

KEY AREAS OF FOCUS & ANALYSIS



## ONBOARDING ENVIRONMENT

WHO MATTERS



## PITFALLS TO AVOID

CHALLENGES OF IMPLEMENTATION



## SOLUTIONS

LEADING PRACTICES FOR SUCCESSFUL IMPLEMENTATION

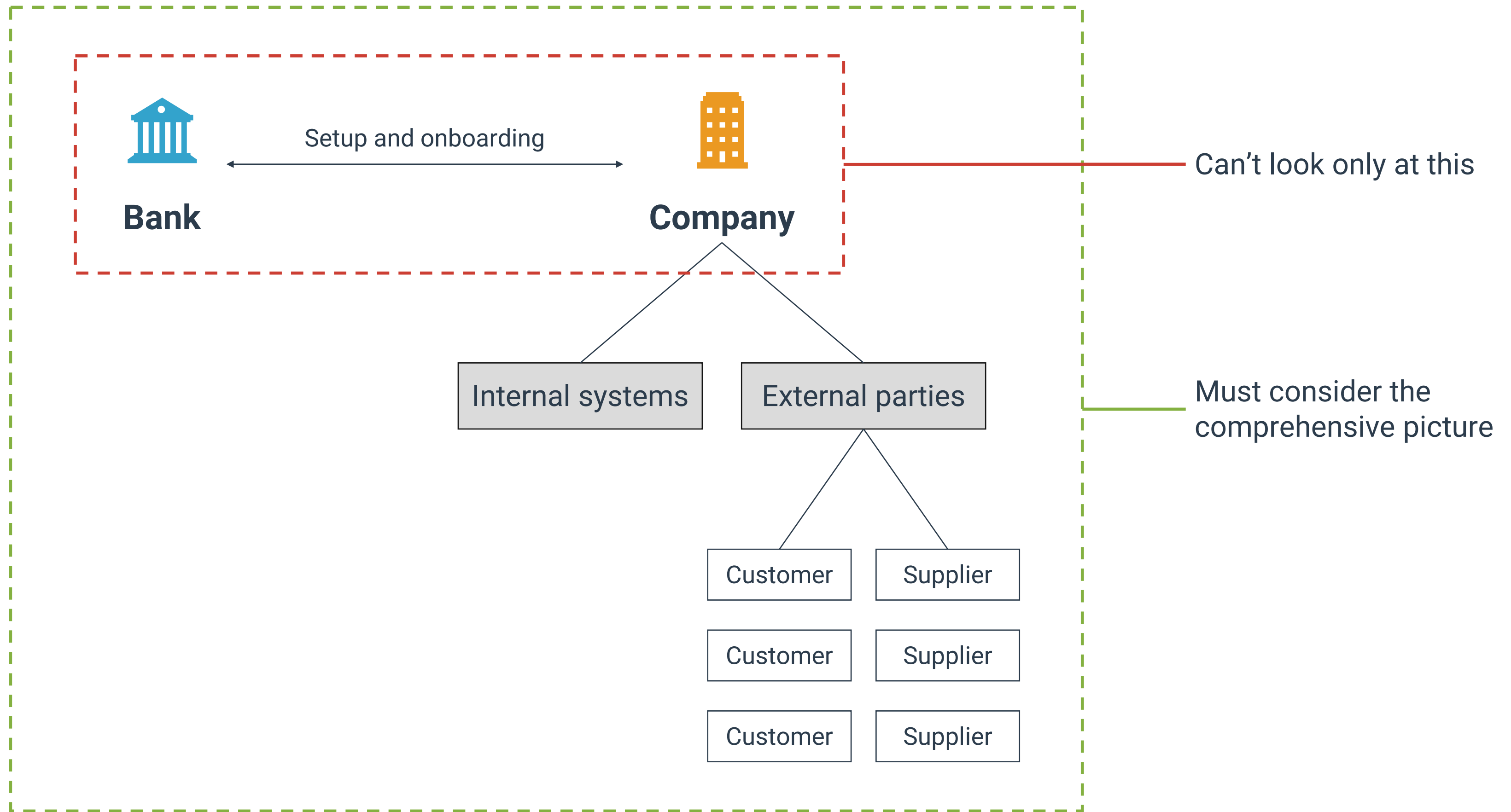


## KEY TAKEAWAYS

AND FINAL THOUGHTS

# CONTEXT OF IMPLEMENTATION

WHO SHOULD BE CONSIDERED?



# BANK ONBOARDING

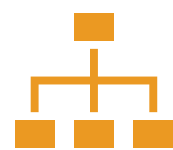
WHAT'S INVOLVED IN SETTING UP A NEW CUSTOMER



Know Your Customer (KYC)



Products and services



Delegation of authority



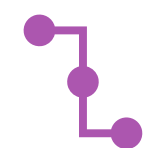
Security and compliance



Account configuration



Testing and validation



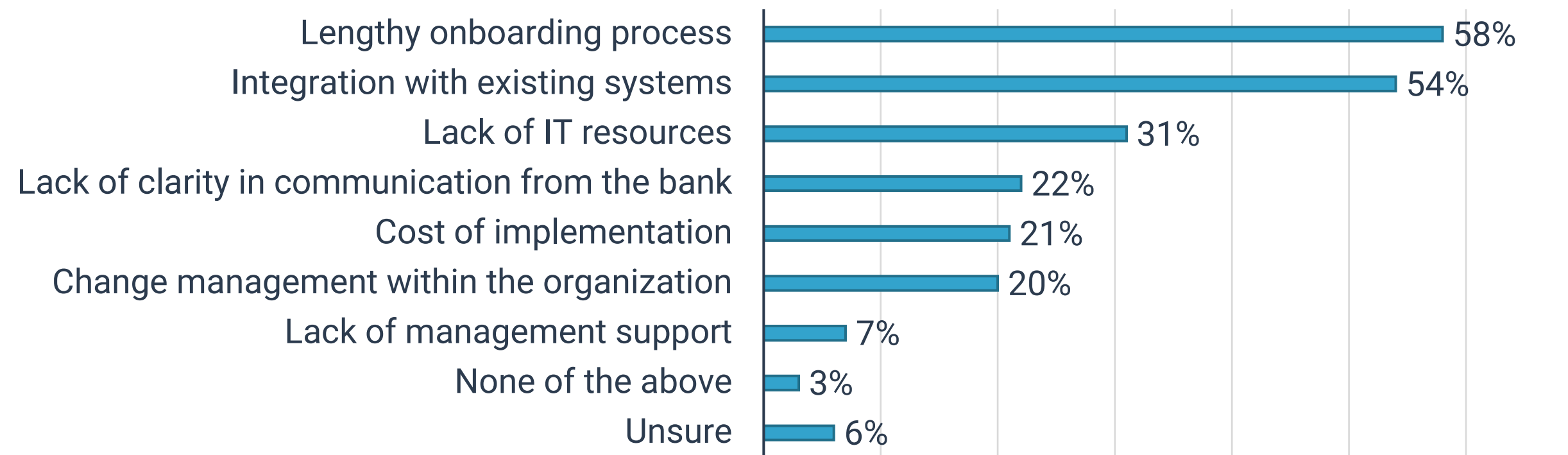
System integrations and connectivity



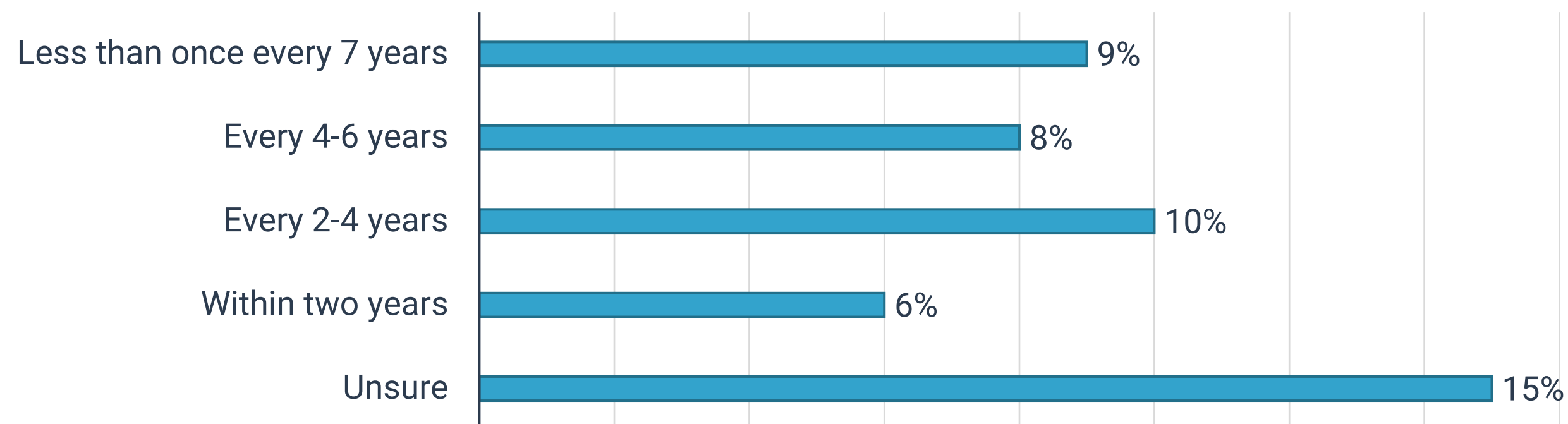
Ongoing support

# POLL QUESTION

## Poll 1 - What are the biggest challenges your organization faces when implementing new bank services? (all that apply)



## Poll 2- How frequently does your organization switch or add new banking services or providers?



# WHAT TO REQUEST

## ITEMS FROM THE BANK THAT ENABLE BETTER PROJECT MANAGEMENT



### Documentation of bank services

What: A comprehensive service catalog, including all associated costs, service levels and functionalities

Why: Helps compare different banks' services and identify which services align with your needs, as well as clarifying any hidden fees or charges



### Onboarding and implementation timeline

What: A well-defined, realistic implementation timeline that includes key milestones, responsibilities, deliverables and a specific go-live date

Why: Clarifies the overall project scope, avoids delays due to miscommunication or missed steps and allows allocation of internal resources accordingly



### Integration capabilities and API documentation

What: Documentation of the bank's integration capabilities, including APIs, data exchange protocols and supported formats (e.g., ISO 20022 for payments)

Why: Integration with your ERP, TMS or other internal systems is a critical part of implementation, and understanding the technical capabilities upfront avoids last-minute surprises



### Testing environment (sandbox)

What: Access to a sandbox or testing environment where your team can simulate transactions, test integrations and troubleshoot any issues before going live

Why: Testing in a sandbox environment helps identify potential issues early on, reducing the risk of problems after go-live



# SOURCES OF PAIN

## AND THEIR ROOT CAUSES



### Challenges

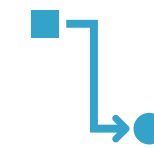
Lengthy onboarding timeline

Lack of transparency

Integrations are difficult

Inadequate support or training

Complicates internal processes



### Causes

- Complexity of compliance requirements
- Manual processes
- Coordination across multiple stakeholders

- Limited communication
- Inconsistent processes

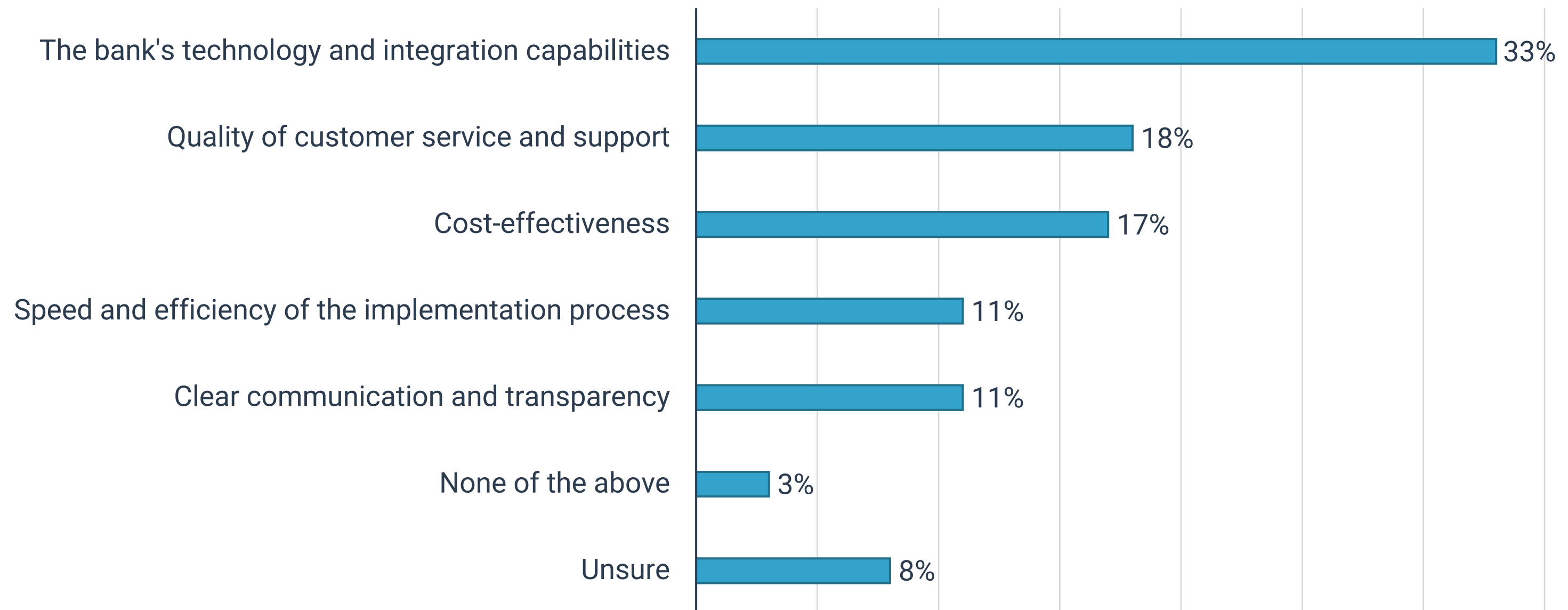
- Incompatible tech (e.g., TMS, ERP)
- Customization needs
- Lack of standardization

- Insufficient onboarding resources
- Lack of single point of contact

- Running two systems/processes parallel before sunsetting one
- Lack of change management

# POLL QUESTION

## Poll 3 - What is the most important factor to your organization when selecting a bank to implement new services?



# SUCCESSFUL IMPLEMENTATION

## LEADING PRACTICES



### **Clear communication and regular updates**

Develop a collaborative relationship with the bank's implementation team, ensuring continuous communication to align expectations and ensure smooth progress



### **Digital and automated onboarding**

Implement digital tools, automation and data-driven workflows to streamline the process, reduce manual involvement and speed up implementation



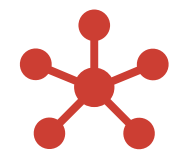
### **Comprehensive view**

Consider the needs and perspectives of the bank, the company and its trading partners to facilitate seamless integration, uninterrupted processes and customer and supplier satisfaction



### **Review and document internal processes**

Map out how new banking services will integrate into your current treasury management and financial processes, identifying any gaps or areas that will require adjustment



### **Focus on integration and compatibility**

Prioritize early engagement with your IT and treasury teams to ensure your existing systems (ERP, TMS, accounting software) are compatible with the new bank services

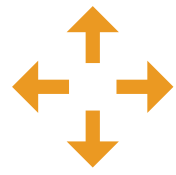


### **Test new system before going live**

Conduct comprehensive testing of new bank services in a controlled environment before fully integrating them into your day-to-day operations

# FINAL THOUGHTS

## HOW TO PROCEED



### **CHANGE IS INEVITABLE**

- Be aware of the challenges and the opportunities for improvement



### **IMPACT CAN VARY**

- Great
- Okay
- Bad



### **MUST BE MANAGED EFFECTIVELY**

- Communication
- Change management
- Clear blueprint
- Comprehensive view

# LET'S CONNECT

DON'T LET THE LEARNING END HERE...  
CONTACT US WITH ANY FUTURE QUESTIONS

Thank you for your interest in this presentation and for allowing us to support you in your professional development. Strategic Treasurer and our partners believe in the value of continued education and are committed to providing quality resources that keep you well informed.



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- Treasury Technology



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- Compliance Services
- Connectivity & Onboarding



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- Critical Treasury Assessment



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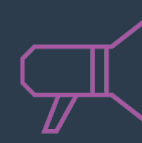
### ASSIST Outsourced Services

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- Marketing Team Support
- Content Amplification
- SME Speaker Bureau



### RESEARCH Market Data

- Treasury Insights (Data Services)
- Tailored Market Research
- Survey Program Sponsorship
- Client Benchmark Reporting



### INFORM Industry Insights

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