Accelerate with BBD & Vanguard

BBD's clients are consistently looking to quickly integrate disparate systems, save costs, and have the flexibility to scale up or down as required. They want simplified architecture, integrated functionality and happy customers. We understand that our clients do not want to rip and replace capabilities that work, but they are looking to fill in the gaps and synchronise their operations.

Using specific design patterns and approaches that we've developed during our experience across numerous industries, we can rapidly enhance and advance disparate systems for an integrated, flexible and custom-built enterprise solution that solves complex business problems. We call this our Vanguard framework.

Vanguard's case management, workflow, orchestration, integration and cloud capabilities, coupled with its build-in accelerators allow us to cater to specific business requirements within existing or greenfields ecosystems. Through this, we facilitate business cohesion, improved servicing, better audit trails, risk management and end-to-end real-time reporting.

BBD's implementation of Vanguard into numerous organisations has resulted in the following project success examples – these will continue to scale as the organisational operations do.

- **For a new digital bank**
    - Built an end-to-end service capability in 3 months
    - Facilitated new customer onboarding in under 5 minutes
- **For a large service business**
    - Average more than 300 000 workflow step transactions per day
    - Create over 145 000 cases on average per day
    - Handles ten of thousands of attachments on average per day
- **For a border control and homeland office**
    - Facilitated a full travel permit application-to-delivery process that increased turnaround from months to days
    - Allows multiple government agencies to collaborate on one platform
- **For a revenue service**
    - Enable more than 8 500 users across 98 offices
    - Enables opening pop-up offices in public spaces like shopping centres

The benefit of our experience

Our nearly our decades of experience means we understand your need to provide a reliable and consistent digital experience. At Vanguard's core sits 5 key elements.

Adaptability, flexibility and speed
Using production-grade patterns and frameworks, Vanguard's accelerators connect new tech to existing core infrastructure to bridge the gap between systems and align architectures. To account for unique landscapes, our flexible integration capability successfully merges third-party APIs and systems via gateways / ESBs, alongside new and existing platforms to create systems that are scalable, can gear over time, and adjust to changing needs.

Vanguards workflow capabilities allow for routing management, escalations, notifications, activity auditing, while offering support for standard patterns including dependency cases, attachment handling and synchronisation. The case management capability supports case suspension, reclassification, ring-fencing and importantly, human and system-centric work type items.

This is all compounded through Vanguard's microservice-based business process orchestration which facilitates integration, enriched data from distributed, asynchronous services over reliable messaging channels while supporting long-running, batch and real-time business processes.

Seamless digital delivery
To meet your challenges in improving turnover, revenue and cash flow, Vanguard is able to drive cost savings and efficiencies by removing friction, automating paper-based or manual processes and reducing duplication and operational and service costs.

By proactively using the data available, businesses are better equipped to uncover valuable customer insights, deliver personalised service and eliminate fraud.

Integrated, intuitive ability for self-service
In order to create a service experience that satisfies your customers, businesses need to integrate across existing off the shelf products, legacy systems and any bespoke software. This can be a complex task. Utilising Vanguard, we're able to create a single view front-end that processes back-end data across multiple organisational silos and existing systems. Harnessing the data at any time, via any channel and through the entire customer journey means seamless interaction. Add this to our customisable user interface and you have a reliable and intuitive experience for both employees and customers.

Consistent customer service experience across the whole lifecycle
In light of the high value placed on service delivery, we help ensure a personable experience through Vanguard's holistic workload view that better allows customer servicing and product cross-selling. By boosting the ability of call centre staff to focus on speedy issue resolution, value-adding activities and exception handling, organisations are able to gain market share with improved and superior service experiences.

Human-centric
Through complete customisation on Vanguard, we are able to design a digital solution that combines a human focussed approach with modern processes to drive orchestration. To further aid cost-saving efficiencies, we also opt for a build once, use many approach that results in the development of reusable artefacts thereby enabling businesses through technology.

Get in touch
If you'd like to engage with us, we'd love to hear from you.

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