



sandstone
TECHNOLOGY

DIGITAL BANKING UPGRADE:

Delivered in 5 months

BOQ Specialist, a financial services provider to niche target clients, wanted a more up-to-date, intuitive Digital Banking platform. They also wanted a solution that offered greater control for themselves and their clients.

Upgrading to the latest version of Sandstone Technology's BankFast Digital Banking platform was the obvious answer, but tight deadlines were an issue.

"With the rollout of the New Payments Platform (NPP) imminent, we needed to get something up quickly," says Gavin Brandenburger, Head of Product, BOQ Business. "We knew BankFast v.5 could give us what we wanted, but we were concerned about how long it would take to implement".

A timeframe of five months was agreed between BOQ Specialist and Sandstone. Strong communication between the two partners resulted in the upgrade going live one day ahead of schedule.

OBJECTIVE

A modern, intuitive Digital Banking experience for a niche market

BOQ Specialist are a division of Bank of Queensland Limited and look after the financial needs of medical professionals and select accountants.

“We’re focused on our niche clients, so all our products are tailored to their specific requirements,” says Gavin Brandenburger. “Medical professionals and accountants have unique needs and their expectations to self-service online are also very different”.

For several years, BOQ Specialist had been using BankFast v.3 as their Digital Banking solution. *“We had delivered only minor updates on BankFast v.3, but it looked very dated and we wanted something with an improved and updated user interface,”* says Gavin Brandenburger.

“We wanted more functionality, capability and control for our clients. We also wanted to be able to modify things ourselves and not have to request a change from Sandstone each time.”

Solution: An upgrade to BankFast v.5

BOQ Specialist and Sandstone Technology’s team have a strong relationship which has been cemented over years of working together. When BOQ Specialist need to upgrade quickly, they trusted Sandstone to make it happen and were comfortable that BankFast v.5 had all the new functionality they needed.

The key feature of BankFast v.5 for BOQ Specialist was its ‘delegation’ functionality, something not offered by v.3.

“The medical and accounting professions typically have practice managers, and with v.3 we couldn’t give the practice managers account access without making them a signatory,” says Gavin Brandenburger. *“We didn’t want to give them access as full signatories, but wanted them to be able to access the account. With BankFast V.5 we can now delegate specific functions on accounts, so our clients can now control who has access to what information.”*

In addition, the BankFast v.5 solution included more visually appealing secure mail templates; an improved intuitive and responsive user-experience; and an enhanced alerts system, whereby clients are alerted to payments processed.

Result: A seamless upgrade delivered ahead of schedule

The implementation went very well, with the project completed within five months and delivered one day ahead of schedule.

“The general sentiment regarding the new platform is very positive,” says Gavin Brandenburger. *“We put a fair amount of pressure on Sandstone in terms of the importance of not missing the deadline and both parties worked hard to ensure it was a success.”*

With the project going live mid-December 2018, the full impact of the solution is still to be realised. However, both parties are happy with what has been a quick, smooth implementation.



Plans for the future

BOQ Specialist are keen to take full advantage of the functionality offered by BankFast v.5 over the coming months.

"We'll be switching on more of the capability in v.5," says Gavin Brandenburger. "We'll also be upgrading to v.2 of the mobile app. Sandstone's new mobile app has a much better user interface. It is an upgrade, however given how different it is, it's effectively a totally different product."

Ultimately, BOQ Specialist are aiming for what Sandstone call 'bank and client in control'.

"This allows our clients to manage the look and feel of their own online banking portal and also ensure we are in control of providing exactly what our clients need in terms of their digital banking needs," says Gavin Brandenburger.

Words of Advice

"If you need to get something up and running quickly then you need to be clear with your tech partner about your timeframes and requirements," says Gavin Brandenburger.

"BOQ Specialist and Sandstone set up a weekly working group, and we were always very clear on what needed to be delivered, by who and by when. As we got closer to implementation, we had Sandstone's main developer resource on site, which meant any issues could be identified and resolved quickly.



““ We had a very close relationship with Sandstone throughout the project. Our relationship strengthened because the project went so well.

Gavin Brandenburger, Head of Product
- BOQ Business

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About Sandstone Technology

Sandstone has over 20 years of experience in banking technology. We know the industry like the back of our hand. Our expert team can partner seamlessly with you to ensure you have a strong and responsive Digital Banking strategy in place to maximise uptake and we evolve with you, underpinning tomorrow's digital banking today.

With our expertise on your side, you can take on the Digital Banking world with confidence and a big competitive advantage.

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