



01. General Information

Client	Project
<b>Client Name:</b> UIB (Union Internationale des Banques, groupe Société Générale)	<b>Project Duration:</b> 5 months
<b>Country:</b> Tunisia	<b>Project Type:</b> Digitalization of a business process
<b>Industry:</b> Financial institution, bank	<b>Contract Type:</b> fixed-price

02. Client Challenges

In the context of strengthening the fight against terrorist financing, the bank had to streamline account openings and comply with anti-money laundering (AML) regulations.

03. Kepler Technologies' Mission

- **Diagnosis:** analysis of challenges, existing processes, and business requirements
- **Design:** co-development of the target process with the bank, incorporating best practices tailored to its specific context, leveraging Kepler Technologies' 10+ years of experience
- **Process Digitalization:** project oversight, execution, testing, deployment, and change management

04. Key Competencies Involved

Technical competencies	Interpersonal competencies
<ul style="list-style-type: none"><li>➤ <b>Project Management:</b> organization and supervision</li><li>➤ <b>Analysis:</b> flowcharts, functional specifications, workshops, and mockups</li><li>➤ <b>Development:</b> Jira</li><li>➤ <b>Quality Assurance:</b> test planning and execution</li></ul>	<ul style="list-style-type: none"><li>➤ <b>Communication:</b> Confluence tools, Kepler Technologies' communication plan</li><li>➤ <b>Agility:</b> real-time review and validation of specifications (Kepler Technologies expertise)</li><li>➤ <b>Organization:</b> Kepler Technologies' project model</li></ul>

05. Kepler Technologies' Team

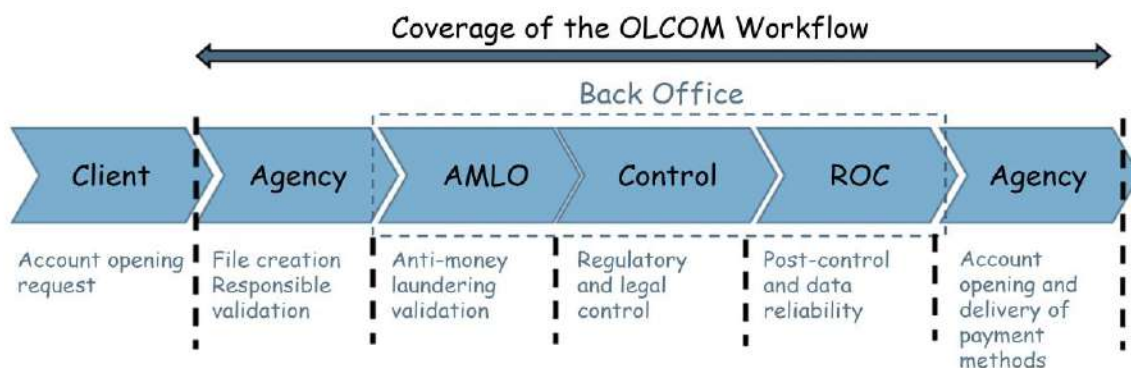
First and LAST NAME	Role
Cyril CRICHTON	Associate Director





## 06. Scope

The functional scope of the project focuses on the digitalization of the client account opening process. This process begins with the submission of an account opening request at a branch, involves the bank's back office, and concludes with the issuance of payment instruments.



Beyond the initially planned functionalities, Kepler Technologies convinced UIB to adopt industry best practices and expand the scope to include automated response time management, featuring alerts, escalations, and a traffic light system for real-time operational tracking.

## 07. Project Plan & Methodology

### Communication & project management process

As requested by the bank, the project was delivered using the Waterfall methodology. Kepler Technologies facilitated monthly steering committee meetings in Tunis, attended by the bank's CEO, while weekly project meetings were conducted remotely.

## 08. Client Benefits

- **Simplified account openings and tracking** for all stakeholders
- **Secure processing** of account opening requests
- **Regulatory compliance**, addressing anti-money laundering (AML) challenges
- **Service level commitments** ensured through an effective alert system
- **Scanned documents** attached to the digital file, accessible anytime and anywhere
- **Enhanced control and reduced risk of errors**
- **Real-time tracking of account opening files** via custom dashboards
- **Complete traceability** of all operations (audit trail)