

FLEXCUBE

**RABOBANK
INTERNATIONAL**



Summary

- Brief Flexcube history
- Benefits European Admin Program
- Implementation Philosophy
- Where are we now – Flexcube
- Where are we now – Reporting
- Current Support organisation - Flexcube
- Current support organisation – Iflex
- Flexcube regional infrastructure

Brief Flexcube history

- < 2001 – Flexcube in the early days: preferred system for small offices
- 2001 – Decision to start Flexcube in Warsaw
- 2001 – Decision to start European Admin Program
- 2001 – Go-live Warsaw, go-live Frankfurt
- 2002 – Go-live Paris, go-live Madrid, go-live Dublin Branch
- 2003 – Go-live Dublin PLC, go-live ACC bank

Benefits European Admin Program

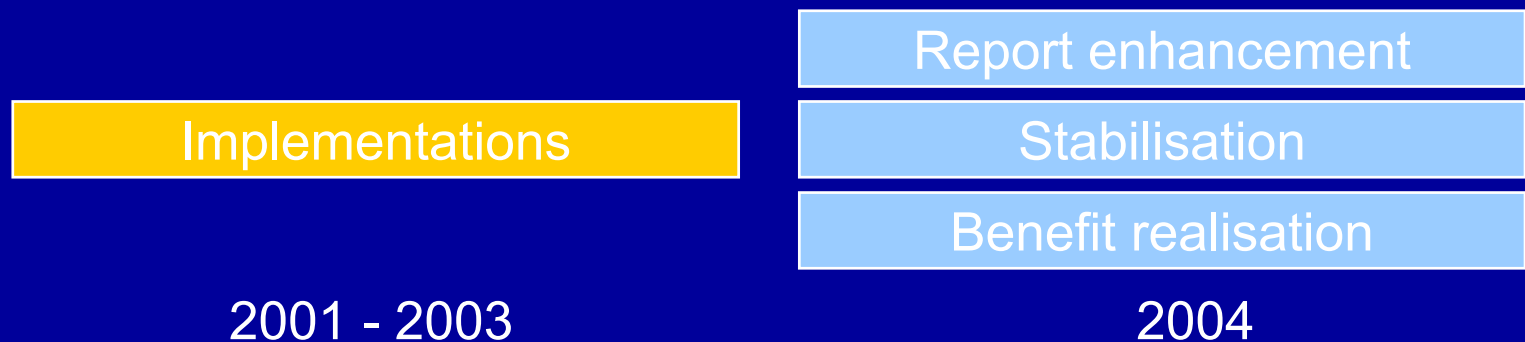
- PLANNED
 - Reduce costs
 - Reduce operational risk
 - Economies of scale
- SIDE EFFECTS
 - Improved co-operation and communication between branches
 - Foundation for the implementation in ACC
 - New interfaces are easier to implement

Implementation Philosophy

- Office by office implementation
- As much as possible branch driven
- Stable and simple programme management structure
- Standardise, but local flavour when necessary
- Smart, Intelligent but Simple
- Provide simple reporting solution and concentrate on reporting after Dublin go-live
- Regionalize the Flexcube infrastructure

Where are we now – Flexcube

- All planned implementations completed, including ACC
- Switch from implementation mode to maintenance & support mode
- Finalize the stabilisation phase
- Entering reporting enhancement phase
- Planning for 2004 – focus on benefit realisation and following the business



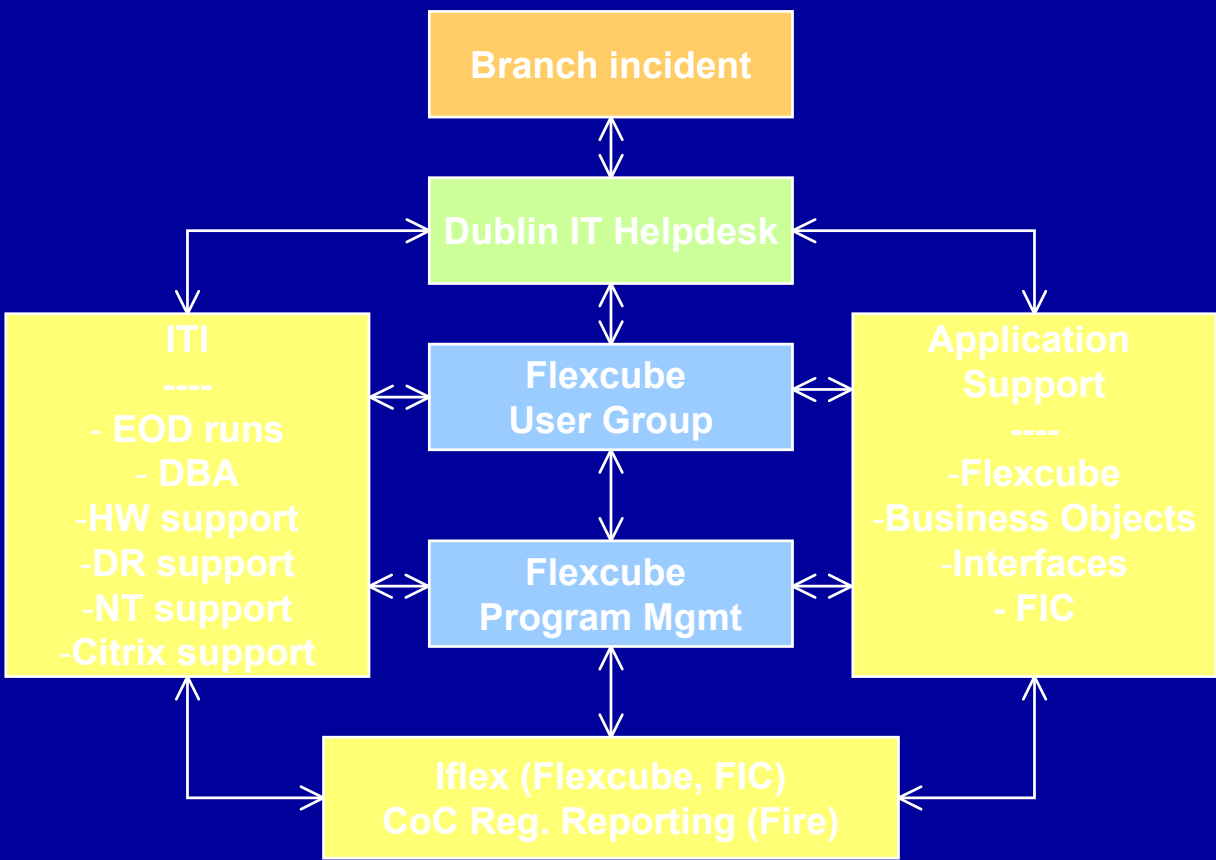
Where are we now – Reporting

- A set of standard Business Objects reports is now available
- Head Office reports automated
- Fine tuning required for FIC/Fire
- Better solution required for ad-hoc reports
- Investigating a new archiving strategy

Where are we now – Flexcube

- Business Objects reporting standardized
- FIC interface still needs adjustments
- Knowledge level is becoming better every day and communication with Bangalore is now at the expected level
- Knowledge level at the branches improved
- Controls and reconciliations are in place

Support organisation - Flexcube



Support organisation – Iflex

- Why European Support agreement?
 - Implementations completed, so no Iflex consultant on site anymore
 - Risk mitigation
 - Less visa problems
 - Closer support
- On site consultant dedicated to support
- Contract includes FIC/Reveleus

QUESTIONS