

PEOPLE'S BANK & XPEDIANT SOLUTIONS

A CASE STUDY



People's United
Bank



XPEDIANT SOLUTIONS -WHO WE ARE

- WE ARE A SOFTWARE CONSULTING AND SYSTEMS INTEGRATION FIRM.
- WE SPECIALIZE IN DELIVERING FULL LIFECYCLE, SYSTEMS DEVELOPMENT PROJECTS.
- WE ARE EXPERTS IN ENTERPRISE PORTAL, COLLABORATIVE, CONTENT MANAGEMENT, AND BUSINESS PROCESS MANAGEMENT SOLUTIONS.
- OUR CORE TEAM CONSISTS OF HIGHLY EXPERIENCED SENIOR ARCHITECTS, JAVA & .NET DEVELOPERS, PROJECT MANAGERS, AND FUNCTIONAL EXPERTS.



INDUSTRY EXPERIENCE

- AUTOMOTIVE
- CONSULTING
- EDUCATION
- ENTERTAINMENT
- FINANCIAL
- GOVERNMENT
- HEALTHCARE
- INSURANCE
- NON PROFIT
- OIL & GAS
- PHARMACEUTICAL
- TELECOMMUNICATIONS

EXPERTISE

- HR PROCESSES (EMPLOYEE, DEVELOPMENT, BENEFITS, INSURANCE..)
- SUPPLY CHAIN PROCESS (DISCRETE & PROCESS BASED)
- ORDER MANAGEMENT
- CALL/CASE MANAGEMENT
- KNOWLEDGE MANAGEMENT
- LOAN ORIGATION/ON-LINE BANKING
- PERFORMANCE (ENHANCING POOR QUALITY WEB SITES)
- PORTAL
- CONTENT MANAGEMENT
- WEBSITE CONSOLIDATION
- MIGRATION



CUSTOMERS WE'VE HELPED



DTE Energy



SIEMENS



Medical Solutions



Bank of America Higher Standards



WHO IS PEOPLES UNITED BANK

- FOUNDED IN 1842
- LARGEST REGIONAL BANKING ORGANIZATION HEADQUARTERED IN NEW ENGLAND.
- HAS GROWN TO SEVEN BANKS WITH MORE THAN \$21 BILLION IN ASSETS, 300 BRANCHES IN CONNECTICUT, MAINE, MASSACHUSETTS, NEW HAMPSHIRE AND VERMONT AND IN WESTCHESTER COUNTY, NEW YORK.
- SUPPORTS SEVEN-DAY BANKING AT 75 OF OUR BRANCHES IN CONNECTICUT SUPER STOP & SHOP SUPERMARKET LOCATIONS.
- HAS BEEN A VIGNETTE CUSTOMER SINCE 1999



RAPID GROWTH

3 WEBSITES IN 2007

- PEOPLES.COM
- RCKNOX.COM
- PBCT.COM

11 + WEBSITES IN 2008

- PEOPLES.COM
- RCKNOX.COM
- PBCT.COM
- CHITTENDEN.COM
- EOCEAN.COM
- BANKWMASS.COM
- MAINEBANK.COM
- MERRILLMERCHANTS.COM
- FLAGSHIPBANK.COM
- CHITTENDENCREDIT.CA
- CHITTENDENINSURANCE.COM
- FOREIGN LANGUAGE SUPPORT



STRATEGIC OBJECTIVES

- REDUCE TOTAL COST OF OWNERSHIP
- SUPPORT MULTI-BANK BRANDING
- EMPOWER NEW & EXISTING CONTENT OWNERS
- CONSOLIDATE TECHNOLOGY ON LATEST PLATFORM



PROJECT OBJECTIVES

- CONVERT ALL PEOPLES UNITED BANK SITES IN 6 MONTHS OR LESS
- MIGRATE CONTENT FROM MULTIPLE SOURCES (ORACLE, MYSQL, FLAT FILES)
- LOCK DOWN SITE DESIGN - OPEN UP CONTENT EDITING
- ESTABLISH CONTENT APPROVAL WORKFLOWS
- ADOPT INDUSTRY STANDARDS FOR DEVELOPMENT
- ENHANCE ABILITY TO SUPPORT SEARCH ENGINE MARKETING VIA EASY-TO -PRODUCE LANDING PAGES AND META DATA MANAGEMENT
- INTEGRATE COREMETRICS WEB ANALYTICS REPORTING PACKAGE



WHY VIGNETTE?

- PARTNERS FOR NEARLY A DECADE
- MATURITY OF V7 PLATFORM
- LEVERAGE EXISTING HARDWARE AND SOFTWARE INFRASTRUCTURE
- EASILY SCALABLE - PREPARED FOR FUTURE GROWTH
- TIME TO MARKET
 - LITTLE TO NO CUSTOM VCM DEVELOPMENT - USE OUT OF BOX
 - CONTENT ALREADY IN DATABASE - AVOID GLORIFIED FILE SYSTEMS
- ABILITY TO SUPPORT COMPLIANCE (LEGAL REVIEW, ARCHIVES)
- ABILITY TO SUPPORT MULTIPLE SITES ON ONE CONTENT MANAGEMENT (VCM) AND CONTENT DELIVERY (PORTAL) PLATFORM



PLANNING IMPLEMENTATION

- FIRST PHASE - PLANNING AND DISCOVERY
- WORKED JOINTLY WITH VPS IN DEVISING INFRASTRUCTURE STRATEGY
- SELECT A CERTIFIED PARTNER TO ASSIST WITH ACTUAL MIGRATION
- COOPERATIVE DEVELOPMENT APPROACH TO BUILD INTERNAL EXPERTISE
- PHASED DEPLOYMENTS IN 2008



PARTNER SELECTION – XPEDIANT SOLUTIONS

- PEOPLES UNITED BANK SELECTED XPEDIANT SOLUTIONS AS THE MIGRATION PARTNER
 - XPEDIANT SOLUTIONS CONDUCTED SESSIONS TO REFINE THE REQUIREMENTS
 - THEY ALSO DEMONSTRATED OUT-OF-THE-BOX FEATURES REPLACE THE CUSTOM V6 CMA FUNCTIONALITY
 - VERY LITTLE CUSTOM CODE WAS DEVELOPED
- XPEDIANT PRESENTED A VERY COST-EFFECTIVE, PHASED APPROACH FOR MIGRATING ALL THE BANK SITES



IMPLEMENTATION

- CUSTOMIZED (VIGNETTE BUSINESS INTEGRATION STUDIO) VBIS PROJECTS TO FACILITATE CONTENT MANAGEMENT
- STANDARD UI TEMPLATES DEVELOPED AND UTILIZED FOR ALL SITES
- EXISTING WORKFLOW TRANSLATED INTO V7
- AUDIT TRAIL APPLICATION DEVELOPED FOR COMPLIANCE
- DEVELOPED AUTOMATIC CONTENT VERSIONING APPLICATION FOR COMPLIANCE
- ADDED REGIONALIZATION FOR PERSONALIZED CONTENT DISPLAY
- FULL KNOWLEDGE TRANSFER ON ALL COMPONENTS WITH DEPLOYMENT SUPPORT



LESSONS LEARNED

- VBIS MEMORY ALLOCATION SOMETIMES FAILS ON LARGE PROJECTS, A WORK AROUND WAS NECESSARY
- NOT ALL VCM FEATURES ARE AVAILABLE IN VBIS AND REQUIRED EXTRA TIME TO IMPLEMENT
- CUSTOM DEVELOPMENT WAS REQUIRED TO EFFECTIVELY TRACK CHANGES TO CONTENT

RESULTS

ALL 11 WEBSITES ARE LIVE
AS OF APRIL 2009!



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 Online Trading **Go**

Learn how to protect your private information

Quick Links
 Rate Information **Go**

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What's New
 People's United Financial Reports Fourth Quarter Earnings Of \$46 Million or \$0.16 Per Share

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protection center
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 SELECT -- Select an item --

QUICKLINKS
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