



A PERPETUAL EDGE ON INNOVATION

How CSI is enabling a new challenger bank to disrupt the status quo in the financial sector by getting an edge on innovation.

Our client: Redwood Bank provides businesses simple, transparent loans and savings accounts backed up with tailored service, all with the knowledge that money is being invested back into British business and into communities.

REDWOOD BANK MARKET DASHBOARD

2,000

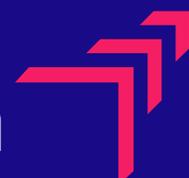
After 18 months of trading, Redwood Bank has welcomed over 2,000 business customers.

£130m

Received £130m of business deposits since launch.

£100m

Advanced or approved over £100m in loans to small and medium-sized British businesses.



CONTEXT

Redwood Bank saw an opportunity to build an effective operating model in challenging established ideas with a 100% cloud-based strategy.

Cloud based banking represents the ability to provide a full range of IT services to support customers and a seamless experience across multiple systems over the internet. The Bank operates in a highly regulated environment. This means licensing is a protracted process and makes successful innovation more complex.

GOAL

To build and implement a secure, compliant, customer-centric, cloud-based banking solution ready in under 12 months.

CHALLENGE

Cloud computing provides scalability, agility and cost efficiency, but strict data regulations controls and FCA compliance meant that very few financial services organisations had moved to cloud.

At the heart of the Bank's IT strategy was the selection of a cost effective and fit for purpose core banking platform. The software had to be deployed in a secure hosted environment and delivered over the Internet to enable secure remote access, including mobile and home working. Redwood Bank needed cloud service providers who offered established solutions and who had successfully implemented these within financial institutions regulated by the PRA and FCA.

SOLUTION

The Bank's journey started at the start of the financial regulators' change in attitude about cloud-based solutions. With this mind, Redwood outsourced the majority of its IT functions to specialists including CSI and DPR, a leading provider of core banking software.

CSI migrated the Bank's DPR application to the Microsoft Azure cloud which allowed the Bank to focus on the delivery of customer journeys, rather than operating IT infrastructure. The new platform allows the Bank's staff to access the core applications via secure access from the office, home and other remote locations.

CSI and DPR continue to provide continuous monitoring and alerting for the application and the underlying Azure infrastructure ensuring full availability and compliance.

OUTCOMES

CSI's design for scalable, secure and compliant infrastructure was key in Redwood Bank securing its banking licence and becoming the UK's first 'born in the cloud' bank.

By integrating a suite of cloud-based tools within a single secure environment, CSI delivered a secure, modern digital banking platform within regulator guidelines in under six months.

As a new entrant, the Bank has benefitted commercially from the cashflow advantages of reducing upfront costs, enabling it to scale its operations as it grows, as well as from delivering on its promises to customers.

Cloud technology will enable the Bank to expand its products and operations and allow it to continue to enhance customer experience.

"THE REDWOOD BANK TEAM SAW SIGNIFICANT BENEFITS IN ADOPTING A 100% CLOUD-BASED STRATEGY. THANKS TO OUR PARTNERSHIP WITH CSI, WE ACHIEVED ONE OF THE FASTEST 'LICENCE TO LAUNCHES' IN THE UK BANKING HISTORY."

Gary Wilkinson, CEO, Redwood Bank

