

# Case Study: Multi Solution Sourcing

## About the Client

Ranked amongst the top 10 banks in Nigeria, the client has about 3.9 million customers and a presence in the major cities and commercial centres of the country and offers the entire spectrum of commercial, consumer, corporate and investment banking services.

## The Challenge

KPMG Nigeria completed a digital transformation strategy project with the client where 17 problem statements were defined. Problem statements were prioritized and the first 4 were given to Matchi to source tech providers (big and emerging) to solve.



Technology Solutions Found

Pitches over 6 days

POC's Delivered

Successful Project Completed

## Problem Statements:

Predictive Customer Intelligence & Segmentation

Virtual Assistant

Alternative Lending & Credit Scoring

Customer Engagement & Retention

## What we did:

- Global scouting of relevant technologies per problem statement
- KPMG Matchi completed the first round validation to get the top 20 providers per problem statement
- Matchi developed emerging tech profiles per solution
- KPMG Nigeria scoring to identify top providers to pitch to client scoring panel of 9+ client representatives (depending on problem statement)
  - 9 technologies selected for PoC
  - 4 PoCs implemented
  - 2 Solutions recommended for full implementation