Case study:
Heritage Bank Mobile Banking

The Opportunity

Heritage Bank's existing mobile applications on Android and iOS required additional functionality to support the New Payments Platform (NPP). This significant functional change provided the additional opportunity to review their mobile banking platform's useability, scalability, and performance, which Heritage considered underperforming, and customers disliked.

Our Approach

A cross-discipline team was assembled and blended with Heritage Bank's internal digital and technical staff.

A rapid discovery phase identified critical technical issues with the existing native mobile applications and the integration with Heritage core systems. In addition, new integrations and APIs were required to support NPP platform functionality.
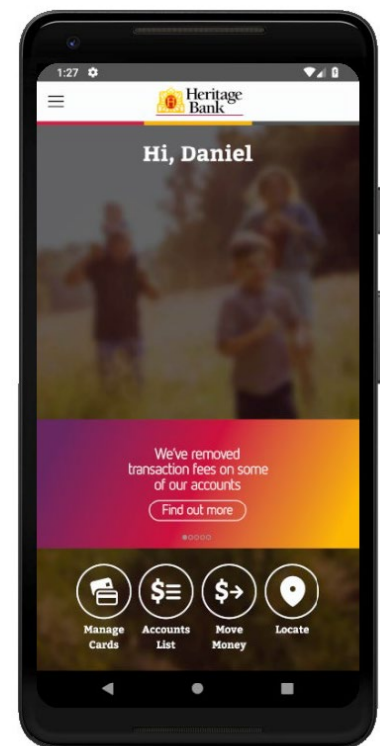
The mobile applications required reverse engineering as the original development and testing documentation was non-existent.

A parallel team worked on customer and user experience to elevate the applications to the level of useability and quality Heritage customers expected. The result was a significant refactoring of the original mobile applications.
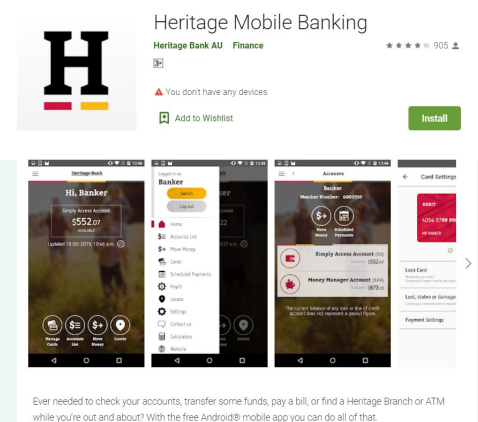
Sida4 (as 4impact) and Heritage collaborated end to end, from requirements, wireframing, development, testing through to release.

Provided DevOps teams restructured and automated the development and release environments to ensure future improvements and updates were frequent, cost-efficient and straightforward.

Post-release support of the full environment was provided for several months past the initial warranty period, allowing for the additional time required for the Heritage internal operation teams to be fully upskilled and confident to support the applications and integrations to core systems.

NOTE: NOTE: This project was originally delivered under the 4impact brand and is now represented by their *data enablement and integration* focused sister company, Sida4.

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Key project statistics and success insights.

Heritage Bank
People first.
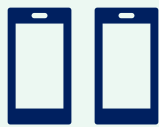
5,000
CUSTOMER
SIGN UPS
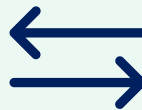
100,000+
CUSTOMER
DOWNLOADS

85%
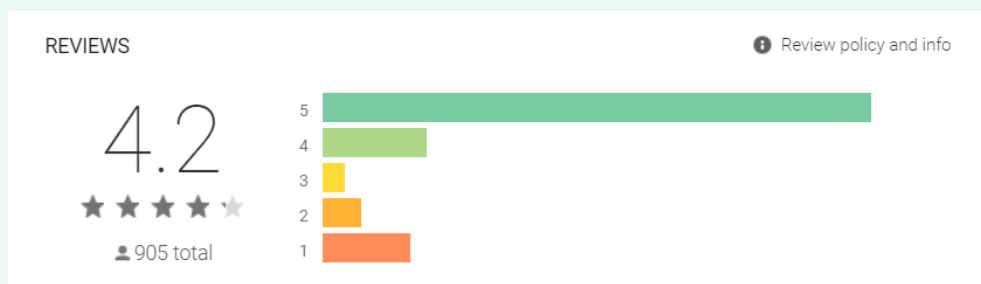CODE
REFACTORED

OS
iOS & ANDROID
NATIVE

150,000
TRANSACTIONS /
MONTH NPP

100%
ON TIME &
ON BUDGET

NPP Post-release Reviews snapshot, 2021

REVIEWS
Review policy and info

4.2
★ ★ ★ ★ ☆
905 total

5
4
3
2
1

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Data. Ignited.™