

Shinsei Bank: Developing An Integrated Firm

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Plan

- General introduction & presentation of the case.
- The situation before the introduction of the IS.
- The proposed solutions.
- The success of the system
- Recommendations.



Company profile



Industry :	Banking
Predecessor :	Long-Term Credit Bank of Japan
Founded :	1952
Headquarters :	Chuo, Tokyo, Japan (HQ)
Key people :	Shigeki Toma, President and CEO
Total assets :	¥9,029.3 bn (Mar. 2013)[1]
Number of employees :	1,989 (Mar. 2013)[2]
Website :	shinseibank.com/english/index.html

Shinsei Bank was rebuilt from the ashes of a failed predecessor, and pioneered new levels of customer service in retail banking in Japan. The bank's information technology, however, was marginal at best and not well suited to the new service models Shinsei was offering. The bank's charismatic CIO, experienced in technological change, developed a modular, flexible infrastructure based on simplicity and purity. Describes the formation of Shinsei's new IT system, and raises questions as to Shinsei's potential in selling the IT design further down the road.



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