

# Success Story



## Shaw Consultants Deliver Critical System Enhancements During Wells–Wachovia Conversion

### About Wells Fargo

Wells Fargo & Company (NYSE: WFC) is a nationwide, diversified, community-based financial services company with \$1.3 trillion in assets. Wells Fargo provides banking, insurance, investments, mortgage, and consumer and commercial finance through more than 9,000 stores, 12,000 ATMs, the Internet, and other distribution channels across North America and internationally. With more than 270,000 team members, Wells Fargo serves one in three households in America. Wells Fargo & Company was ranked No. 23 on Fortune's 2011 rankings of America's largest corporations.

### CHALLENGE

With the acquisition of Wachovia Bank, Wells Fargo was faced with the daunting task of one of the largest portfolio conversions in the history of banking. The conversion needed to be completed accurately and on time. The Wells Fargo Home Equity division turned to Shaw's **RESOURCE SOLUTIONS** division for support to convert Wachovia's consumer loan and line of credit data to Shaw's **RETAIL™** product for Wells Fargo's comprehensive loan servicing.

### PARTNERSHIP

Based on the confidence and trust earned by Shaw during their 28-year partnership, Wells Fargo engaged the **SHAW RESOURCE SOLUTIONS** division to develop and deliver 34 product enhancements in support of the Wachovia Bank portfolio. It was critical that Shaw code deliveries were on time and met the standards of completeness and accuracy expected from Shaw during its long-term relationship with Wells.

### PROJECT DELIVERY

The Shaw project team consisted of project managers, business analysts, developers, and QA analysts with support from the Shaw **RETAIL** product team. Shaw product leadership worked closely with key Wells business and IT stakeholders to ensure that the product enhancements met Shaw's and Wells Fargo's exacting quality and delivery standards. The project was comprised of high visibility, challenging timelines so it was critical that both executive management teams remained in close communication to provide development feedback and minimize potential project risks.

### RESULTS

The **SHAW RESOURCE SOLUTIONS** team delivered 34 critical system enhancements, many of them requiring significant updates to existing base functionality, **on time and on budget**.

"Shaw's performance on this project served to strengthen the trust and partnership with one of our most valued clients," said Raleigh deShazo, Shaw's Director of Client Services.

