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DAVID AVERY

Head of Commercial Finance at AIB



AIB chooses Landscape to future-proof the IT and its supporting infrastructure with Hosted Managed Services

AIB is a financial services group operating predominantly in the Republic of Ireland and the UK, with leading market shares in banking products in the Republic of Ireland.

The bank serves personal, business, and corporate customers with a comprehensive range of services and its invoice finance division; Commercial Finance, provides working capital solutions across numerous sectors from small SMEs to multinational corporate entities.

“Our customer base encompasses many of the successful, larger corporates within Ireland, particularly in the agricultural sector, all the way through to smaller SMEs (small-medium enterprises) who primarily utilise our facilities to support growth and to provide certainty of funding their cashflow,” states David Avery, Head of Commercial Finance at AIB. “It’s a pleasure to work with such a diversified customer base as it provides insights and learnings within

different industries and at different stages of our customer’s lifecycle.”

AIB Commercial Finance (and the invoice finance unit within AIB UK) have been clients and long-established members of the Landscape community - providing Invoice Finance solutions within the ROI & UK marketplace for over 22 years. “It’s a longstanding relationship, and it’s worked very well during that time,” reflects Avery.

AIB migrated to a later version of the Landscape platform in October 2019, which enabled AIB to take advantage of an improved version of Landscape’s Client Manager and the ability to deploy any future technology Landscape has to offer. “Whilst the upgrade itself did not represent an immediate wholesale change, it has enabled the business to widen its product offering and utilise the latest capabilities of Landscape. Feedback from both our customers and our internal team has been very positive,” notes Avery.

Moving to the cloud

“Whilst Lendscape’s platform had been robust and reliable, we were operating on older servers and considered the benefits of moving to a cloud-based hosting solution.”

The bank had faced the challenge of Lendscape being hosted on-premise, supported by ageing servers and employing an older version of Lendscape. Additionally, the business was challenged by a reduced internal, day-to-day knowledge of the software and supporting systems. “We had no immediate threats, but we wanted to future-proof the IT and its supporting infrastructure and considered Lendscape as our partner to help address these risks.”

To address AIB’s challenges, the bank selected to transition to the Lendscape hosted environment in the cloud.

“The decision was partly driven by the fact we wanted the right level of experience and expertise immediately available to support the

platform,” considers Avery. “Putting it directly with Lendscape’s hosted solution made sense, and by moving to the cloud, it resolved the issue of having to either upgrade servers or invest in newer hardware which we would have had to maintain and upskill our team to support. We found the Lendscape team to be solution-focused and not afraid to challenge us throughout the project, to deliver the best possible outcome. Their expertise was invaluable throughout the process.

“The move to a hosted solution and an upgraded version of Lendscape might be considered a ‘background’ project, but it was a step that has provided us with a crucial foundation as well as providing an improved customer offering and experience. The continued introduction of newer modules and enhanced functionality of Lendscape are a major attraction and allow us to ensure our customers receive the best possible service and products.”



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