



Make Digital Work For You

Finacle Online Banking



Much More Than a Transaction Channel

Digital banking channels, which today include online banking, mobile apps, smart watches, social channels, and voice assistants, have revolutionized the way banking products and services are consumed. With the bulk of banking transactions occurring on digital channels, modernizing channels for improving internal processes as well as customer experience is a key priority of banks' business transformation programs.

With its flexible layout, descriptive content, ease of access and support for self-service, online banking is the most versatile digital channel in terms of capability and engagement, and therefore, a very important element of the channel mix. With banking becoming increasingly open and ecosystem-driven, the expectation is that online banking will evolve beyond a self-service portal into a discovery platform and a service marketplace.

To meet these new expectations, banks need an enterprise solution that can break silos, integrate seamlessly with existing systems, glean insights from user habits, facilitate easy discovery and transactions, enable faster rollout of new products, and harness the benefits of ubiquitous automation.

Finacle Online Banking is such a solution.

Finacle Online Banking

Finacle Online Banking is an advanced internet banking solution that helps banks - onboard, sell, service and engage - retail, SME and corporate customers. Today, progressive banks in over 80 countries use Finacle Online Banking to drive growth through new customer acquisition, improved operational efficiencies, accelerated products roll outs, and optimized cost of distribution and service. The solution is consistently rated as a leader in the industry by leading analyst firms.

Finacle Online Banking is a cloud-native, cloud-agnostic digital banking solution that can be deployed flexibly on a - private, public or hybrid cloud – across major global and regional cloud providers, including AWS and Microsoft Azure. Banks can also subscribe to Finacle Online Banking in a SaaS mode.






Thanks to the solution's in-built product factory capability and cloud elasticity, banks can rapidly innovate and roll out products and services on demand to meet the changing needs of the market. A robust open Application Programming Interface (API) repository allows banks to effectively implement Open Banking, and easily collaborate with their external ecosystem of FinTechs, digital businesses and non-banking financial service providers.

Finacle Online Banking facilitates deeper digital engagements by deriving insights from user's transaction history and habits. These insights are leveraged by the bank to offer timely and contextual recommendations. These insights-driven engagements help the banks participate more actively, and nudge customers to better manage their finances.

This feature-rich solution helps banks create consistent banking experiences across devices and screens. The user interface is elegant, so that the end user can navigate intuitively, discover new products and transact confidently. Built on an advanced architecture, the application is microservices powered, cloud native, extensible and integrates seamlessly with the existing applications of financial institutions. Finacle's architecture promotes openness and collaboration through its vast catalog of APIs.

Finacle Online Banking solution is an integral component of Finacle Digital Engagement Suite. The suite also includes solutions such as Mobile Banking and Mobile Teller that are often adopted together with Online Banking. Being a componentized solution, Finacle Online Banking can be installed and upgraded as an independent application.

5 Differentiators

Deeper Customer Engagements Drive superior customer engagement through elegant design, intuitive navigation, secure interactions, and easy self-help options.	1 	Comprehensive solution for all user-segments A unified solution delivers a comprehensive set of features, and a tailored experience for each of the customer segment - retail, SME and corporates.
Industry's most advanced architecture The solution is built on a componentized and microservices driven architecture that is extensible, massively scalable and is easier to collaborate through RESTful APIs.	2 	Empower your digital teams to innovate faster The solution helps banks innovate faster, by enabling their digital teams to efficiently manage their products, content, users and user entitlements.
	3 	
	4 	Contextual banking Leverage the data available on user transactions and behavior to create contextual and timely digital engagements
	5 	

1. A Comprehensive Solution for All User-Segments

Finacle Online Banking offers a unified platform to deliver feature-rich user experience to all segments of customers, including retail, SME and corporate. The solution covers comprehensive suite of services for various business segments such as wealth management and Islamic banking.

Today, customers value speed and convenience, not only while transacting, but also during onboarding, account maintenance, product discovery and self-help activities. SME and corporate customers have additional priorities. They depend on their banking application to provide a consolidated real-time view of their financial relationships held within and outside the bank. They also demand cash forecast insights to ensure adequate liquidity.

Features for retail customers include:

- Digital onboarding
- Accounts and cards management
- Loans and deposits management
- Bill payment and biller management
- Payment alerts
- Expense trackers and visualizers
- Chat-bot, self-service and tutorials
- Service requests
- Emergency services
- Consent management
- Personalized marketing

Features for SME and corporates include:

- Liquidity management
- Virtual account management
- Cash forecasting
- Trade finance
- Treasury services
- Payments and counterparty management
- Corporate administration (workflow/rules)
- Customized reporting
- Bulk transactions
- Instrument management
- Account aggregation

ICICI Bank

ICICI Bank is India's largest private sector bank in terms of assets and market capitalization. ICICI leveraged Finacle to power their online banking services.

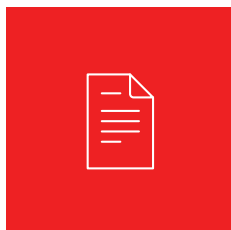
The Bank offers a comprehensive set of features, and a differentiated experience for each of their customer segments. For instance, distinct experience for wealth customers, privileged banking customers, SMB customers. Each of the customer gets a customizable dashboard with drag & drop functionality along with tailored UI and navigation.



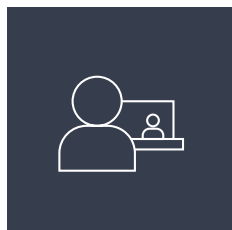
- **54+** million customers – an unmatched scale
- **350+** features offered on the online banking channel
- Over **90%** of the transactions executed on digital channels

2. Deeper Customer Engagement

Banks have leveraged Finacle to enhance user experience through elegant design, intuitive navigation, secure transactions, and easy self-help options. At the core of the Finacle's promise of deeper customer engagement is customer-led engagement architecture. This is the engagement engine that makes it all happen, from anticipating customers' needs to nudge them to act in a certain way. The engine supports the creation of extremely personalized and human-centric experiences. The solution also offers several capabilities to deliver higher level of customer engagement at every touchpoint. Some of the examples include -



Superior Onboarding Experience



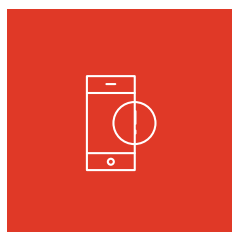
Video call with RM, Co-browse with customer support



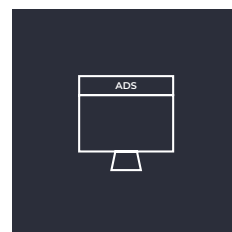
Self-service – Manage limits, entitlements, customized reports



Graphical visualization of spend-analysis



Smart alerts – Missed payments, FD account recommendation



Chat-bot for discovery and quick help

Al Ahli Bank of Kuwait (ABK)

ABK is one of the most respected and innovative Kuwaiti banks, offering a wide range of financial services and products. ABK leveraged Finacle solutions to drive superior customer engagement that resulted in a threefold increase of transactions across digital channels.

“In Finacle, we saw the promise of an agile digital engagement solution that could help us make banking easy, secure and intuitive for our customers. With Finacle we can now launch new products more efficiently and have been able to significantly reduce the time to market for the launch of these products.”

Somanth Menon

Group Chief Operating Officer, Al Ahli Bank of Kuwait

- **91%** increase in new customer registrations
- **62%** increase in customer logins through digital channels
- **3X** increase in transaction volume across digital channels

3. Empower Your Digital Teams

A bank's digital team is usually the prime mover of its business transformation initiatives. Finacle Online Banking empowers banks' digital teams in ways that go beyond the usual user experience personalization and content management. Finacle Online Banking enables the bank administrators to innovate continually, govern efficiently, and collaborate better.



Unified digital factory

The solution offers centralized designing of customer journeys to be rolled out across touch points. The extensive parameterization enables services and transaction design to suit different types of business segment requirements. The centralized design and unified push allow banks to dramatically shorten time to market.



Customer Entitlements

Admins can create new users and group them into various customer segments. They can manage the existing users' entitlements and default preferences such as transaction limits, access controls, bulk upload terms, authentication, authorization, approval limits, security preferences, among others.



Monitoring and Audit

An intuitive dashboard visualizes details of live statistics of performance KPIs. Admins can view or download detailed activity reports of customers, corporates or bank users for audit purposes.

Sacombank

Sacombank is a leading retail bank in Vietnam, considered a digital champion in the region. Sacombank uses Finacle solutions to power its online and mobile banking channels.

Leveraging the architectural strengths and rich suite of functional capabilities, the bank has designed a most differentiating online services capability. In recognition, bank has received many awards, including 'Best Use of Online Banking' and 'Vietnam's Favorite E-bank'.



- The cost per transaction reduced to **10%** of that with the legacy system
- Both average transactions and peak transactions have tripled
- **79%** reduction in customer complaints

4. An Advanced and Extensible Architecture

The solution is built on a componentized and microservices driven architecture that is extensible, massively scalable and is easier to collaborate through RESTful APIs. Finacle Online Banking can be installed and upgraded as a standalone application. This option for banks to adopt Finacle solutions sequentially and progressively helps them keep pace with technological advancements as well as future-proof their existing investments.



Componentized, microservices-based architecture: Finacle offers an optimal mix of componentization granularity and API-based integration of various components. Banks can leverage this to deploy and upgrade Finacle solutions selectively and progressively.



Open APIs: Finacle offers an extensive suite of RESTful APIs to empower banks to collaborate and co-innovate. Banks can leverage this to set up API stores, embed their banking services in corporate customers' business applications and engage Fintech partners and digital ecosystems.



Cloud-Native: With Finacle, banks can go cloud-first on leading cloud environments, such as AWS, Oracle, Verizon, MS Azure, and IBM. The solution offers flexible cloud deployment options – Private, public or hybrid. Banks can also subscribe to Finacle in a SaaS mode.



Technology platform of choice: The solution is designed to run efficiently with most of the popular platforms, such as IBM, Oracle, Intel and HP. This enables banks to pursue their technology strategy as well as reuse existing investments.



Massive scalability: Finacle has proven availability and performance in both simulated and live client environments. The solution is benchmarked to support 33,000 concurrent users and 550,000 transactions in 30 minutes, which is sufficient to power operations of unprecedented scale.



Extensive security capabilities: Robust security protects the infrastructure, data and application layers. Finacle's capabilities at the application level include multi-modal identity and access management, user role maintenance, and limits and exception management.



Agility and extensibility: The solution is highly extensible through parameterization. Features include user-driven customization and GUI-based tools for customizing business services, business logic, user interface, reports, business processes and workflows.



Multi capabilities: The solution offers multi-entity, multi-currency, multi-byte/multi-lingual and multi-time zone capabilities to support operations in all major geographies.

RBL Bank

RBL Bank is one of India's fastest growing private sector banks with an expanding presence across the country. The Bank has efficiently leveraged Finacle's architecture to drive open API-led growth and become a preferred partner to many FinTech companies.

The Bank's ecosystem approach leverages Finacle Core Banking, Online Banking, Mobile Banking, Digital Engagement Hub and APIs effectively to drive new open banking propositions.

- Time to onboard customers reduced by **80%**
- Time-to-market of new products reduced by **70%**
- Retail Internet Banking witnesses a **116%** increase in customer base

5. Contextual Banking

– Analytics and Insights Driven

It is imperative to leverage data insights to personalize products, services and experiences for the end customer. The ability to understand the context and intent of the customer is critical while curating user experience. With the help of Finacle Online Banking and embedded analytics, banks can contextualize their customer engagements effectively.



Cash forecasting

Based on transactional history, corporate customers get a consolidated forecast of their expected inflows and outflows. The solution gives a ladder view of cash forecasts over the next days, weeks, months and quarters that helps in planning transactions.



Adaptive engagements

The solution learns from the user's actions and adapts its smart suggestions accordingly. For example, after a few cycles of house-rent payment, the application learns details such as beneficiary, amount and payment cycle. These learnings are prompted as suggestions from next time onwards.



Smart actions

At any time, corporate users are likely to have a queue of transactions awaiting their approval. The application is smart enough to group instances of similar intents (such as approvals) and present them in a single view. This helps the user review and act on multiple items at one go.



Chat assistant

The in-built chat assistant is smart enough to consider the individual's user habits, preferences, and data to offer timely recommendations. These prompts could be regarding missed payments, FD account opening etc.



Visual insights

The application identifies the expenses made over a period into various categories. This categorization is visually presented to customers so they can understand their spend patterns and plans their finances better.



Experience That Speaks for Itself

Year after year, Finacle is chosen as a leader in independent industry assessments by major analyst firms.

Industry leading solution

FORRESTER®

The Forrester Wave™:
Digital Banking Engagement
Platforms, Q3 2021

FORRESTER®

Rated as a leader The
Forrester Wave™: Digital
Banking Engagement Hubs,
Q3 2021

CELENT

Rated as a leader
among Digital Banking
Channels Platforms in
Celent ABCD: Modern Digital
Banking Channels Platforms,
2020 (Global Edition)

Gartner®

Infosys Finacle was rated as a
leader, 14th time in a row in 2022
Gartner® Magic Quadrant™ for
Global Retail Core Banking

Industry recognitions



Celent Model Bank Award 2021
Bank BRI – Pinang – Model
Bank Award



IBSi FinTech Innovation Awards
Best Digital Channel/Platform
Implementation: Best Project
Implementation - Santander UK
and Infosys Finacle



Global Banking & Finance Review
Awards – Santander UK PLC and Infosys
Finacle - Most Innovative Financial
Solutions for Corporate Client UK 2021



MEA Finance Awards 2021
Best Digital Banking
Digital Banking Provider of
the year – Infosys Finacle



MEA Awards
Best Digital Transformation Provider –
Infosys Finacle for Sharjah Islamic
Bank transformation Programme

Referring to Finacle Digital Engagement Suite, Jost Hoppermann, VP and Principal Analyst, Forrester writes in the report 'The Forrester Wave™: Digital Banking Engagement Platforms, Q3 2021'

“ EdgeVerve stands out with a rich application architecture and delivery options... In addition to a host of rich functional, technology, and architecture enhancements, the solution's well-defined roadmap also features many differentiators, such as hyperscalable APIs and machine learning and deep learning for security purposes... The solutions offer very broad and rich retail, business, and corporate banking capabilities... solution's application architecture is well defined, offers banks a variety of delivery options in the cloud, and continues to stand out for its preventive maintenance service... EdgeVerve is a strong fit for banks that seek an advanced solution without any significant gaps and a product roadmap promising a similarly advanced solution in the future... ”



Take the Next Step Forward, Confidently

Join the community of global financial institutions leveraging Finacle Online Banking to accelerate their business transformation journey.

Contact us:

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Why we exist

To inspire better banking so that billions of people and businesses can save, pay, borrow, and invest better.

How we do it

Our solutions and people help banks to engage, innovate, operate and transform better, so that they can improve their customers' financial lives, better.

What we offer

A comprehensive suite of industry-leading digital banking solutions and SaaS services that help banks engage, innovate, operate and transform better.



Inspiring Better Banking
www.finacle.com

For more information, contact finacle@edgeverve.com

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