

Elevating Banking Services with Seamless Digital Transformation

Challenge

- Requirement for high quality and personalized banking service both online and offline.
- Digital transformation and modernization, without impacting traditional core values, services and principles of the bank.
- Reducing technical debt acquired over years of operation without any downtime of services during cutover
- Rolling out unique personalized digital services through omni channel viz Mobile, Internet, Kiosks, Tele Banking, in Branch services.
- Compliance with changing regulatory requirements
- Highest level of security and privacy protocol implementation, to ensure trust for Banks Customers
- Architecture roadmap for migration from mule 3 and custom coded microservices to mule 4.



Strategy and Solution

- Initial engagement involved fixing issues and delivering quality to existing mule solutions.
- Designed and delivered proof-of-concepts and solutions on different integration scenarios of banking like Card Payment Integration, Digital Wallets, Solutions for Regulatory compliance.
- Advised Roadmap for Legacy Integration Migration to Mule 4
- Onboarded systems like Finastra, Surepay, Consent Management etc.

Result

- Delivered high quality of service whilst fulfilling regulatory and compliance requirements.
- Considerably reduced technical debt and onboarded multiple SaaS Systems quickly.
- Multiple excellent feedbacks from High Net worth customers to the bank on features released by the bank through various touch points, powered by MuleSoft.
- Reuse of API's helped bank to accelerate innovation.
- Plug and Play architecture implemented with flexibility to onboard any new technologies or services as and when required.
- Adoption of Open Banking Standards at API Level with roadmap for Mule 3 to Mule 4 transition.

