

## *Infosys – Finacle*

Infosys Technologies Ltd. (NASDAQ: INFY) provides consulting and IT services to clients globally - as partners to conceptualize and realize technology driven business transformation initiatives. With over 14000 employees worldwide, Infosys use a low-risk Global Delivery Model (GDM) to accelerate schedules with a high degree of time and cost predictability.

Infosys provide solutions for a dynamic environment where business and technology strategies converge. Infosys approach focuses on new ways of business combining IT innovation and adoption while also leveraging an organization's current IT assets. Infosys work with large global corporations and new generation technology companies - to build new products or services and to implement prudent business and technology strategies in today's dynamic digital environment.

The Banking Business Unit (BBU) of Infosys is in the business of providing customers with product solutions for their banking needs. The Banking Business Unit has developed Finacle - Infosys suite of solutions comprising Finacle Core Banking, Finacle eChannels, Finacle eCorporate, Finacle CRM and Finacle Treasury. Since their rollout, the banking solutions have gone from strength to strength and today these solutions are deployed at 66 banks in 19 countries spanning the globe, providing them the benefits of cutting edge technology and rich functionality. Banking Business Unit comprises the following key groups.

### **Sales & Marketing Group:**

The Sales Group has the primary responsibility to make, track and execute the sales plan and strategy for the Banking Business Unit in all the territories it operates and is supported by the Marketing and Business Consultancy Groups whose responsibilities include preparation of BBU business plans, initiating and conducting market research, product positioning and associated presentations and demos.

### **Professional Services Group:**

The Sales Group has the primary responsibility to make, track and execute the sales plan and strategy for the Banking Business Unit in all the territories it operates and is supported by the Marketing and Business Consultancy Groups whose responsibilities include preparation of BBU business plans, initiating and conducting market research, product positioning and associated presentations and demos.

### **Product Management Group:**

The Product Management Group defines and authorizes release contents and maintains the roadmap for the product.

### **User Education Group:**

Providing training to customers and Infosys' personnel on the implementation and usage of Finacle suite of solutions is the primary responsibility of the User Education group, in addition to review and base level scheduling of technical documentation.

### **Testing Group:**

Testing Group is involved in the development of test plans and test suites for in-house testing of Finacle suite of solutions besides, documentation and approval of releases.

### **Architecture Group:**

Architecture group co-ordinates with other groups for R & D and operational activities. It provides support in technology upgrade and assimilation to the BBU Group. The group conducts evaluation of software products, which are to be included along with Finacle suite of products, besides providing development services in the areas of software architecture.

Infosys Enterprise Banking ePlatform, rebranded as Finacle - Infosys ePlatform and comprising Finacle Core Banking, Finacle eChannels, Finacle eCorporate, Finacle CRM and Finacle Treasury has been designed with this philosophy. These flexible solutions offer the bank the much-needed flexibility to address the changing business trends and allow the bank to rapidly create differentiators in their offerings to customers.

These integrated solutions combine the best banking practices that Infosys have mastered working with global players the world over with leading edge technology, helping banks in their operational efficiency and increasing the Return on Technology Investments. This platform comprises solutions that cover transactional requirements, integrated line-of-business products, channel integration and channel management and customer access touchpoints.

These technologies can bring in the much-needed integration that has become the nightmare for CIO's of banks the world over, thereby allowing banks to focus on their core competencies.

These solutions have received worldwide recognition and have been successfully deployed at multiple banks across the globe, giving these banks a head start over competition.

Infosys believe that one of the key elements of the success of their solutions lies primarily in the effective implementation of the solution in the bank's business environment. Infosys therefore offer a range of professional services to ensure that that the clients are able to harness the benefits from the solutions in a cost effective, timely and efficient manner. Infosys also aim to protect the bank's existing investment in Information Technology whenever possible and ensure a low total cost of ownership for the bank.

Infosys' Rapid Implementation Methodology (InRIM) is proprietary, proven and structured methodology for successful fast-track implementation of banking products. Infosys have accumulated rich experience in implementing the Infosys banking solutions in diverse business and working environments at multiple sites in multiple banks spanning several countries across the globe.

Infosys offer ongoing support to ensure that the systems run smoothly after the implementation process is complete. Infosys also offer a range of surround services such as Technical Consultancy services and Application led Business Process Re-engineering (ABPR).

Infosys' ultimate objective is client empowerment and this is achieved through a structured education program and joint pilot implementation. In this process Infosys knowledge, skills and experience are passed on to the Bank's core team in a step-by-step process. Infosys strive to develop and build internal skills and resources of the Bank to handle product rollout, end user training and handle the post-implementation first line of support.

## *Finacle – Universal Banking Solution*

Finacle, the universal banking solution from Infosys, empowers banks to transform their business leveraging technology. The solution addresses the core banking, e-Banking, treasury, wealth management, CRM and cash management requirements of universal, retail, corporate, community and private banks worldwide.

Finacle has been architected out of years of experience with global banks and offers several powerful and differentiating features making it one of the most comprehensive, flexible and scalable solutions in its class.

### ADVANTAGE FINACLE

#### Business Agility

The solution architecture helps banks build an agile business through innovative offerings to the market and a significantly superior speed of response to customer, competitive and regulatory requirements.

#### Proven Solution, Minimized Risk

A track record of 100% successful implementations across the globe.

#### Multi-Channel Delivery

Powerful multi-channel delivery capabilities ensuring unified view of customers relationship across multiple channels.

#### Highest Scalability

With a TPS of over 7000 and live sites supporting over 8 million customers, Finacle is today one of the most scalable solutions in the world.

#### Global Deployment Capabilities

Multi-currency enabled accounting, multi-lingual capabilities and support for multiple legal entities - all in a highly secure environment.

#### CRM Edge

A solution that comes not only with a customer-centric design but also with a powerful built-in CRM engine.

#### Lower TCO

Next generation technology, flexible architecture and the solution's ability to scale seamlessly with growing business volumes ensures lower TCO for banks.

## *Solutions Offered*

1. Core Banking
2. Treasury
3. CRM
4. e-Banking
5. Mobile
6. Alerts
7. Cash Management

1. Finacle **core banking** solution is designed on a customer centric, completely web based paradigm. This multi-lingual, multi-currency CRM-enabled core banking solution addresses the end-to-end requirements of banks. Based on open systems, this extensively parameterisable solution comes with comprehensive “out-of-the-box” features and packs several unique features like 24x7 operations, STP, workflow, multiple delivery channel support and the e-Xtensibility tool kit - all to deliver unparalleled value to banks. Finacle is fully multichannel alerts-enabled and facilitates bank or customer defined event-triggered alerts to be delivered to the bank’s customers through their channel of choice. In a recent scalability test audited by Ernst and Young, Finacle also emerged as one of the world’s most scalable core banking solution by achieving an unparalleled performance of over 7000 TPS (transactions per second) translating into 26 Million transactions per hour.

## FUNCTIONAL OVERVIEW

Finacle core banking solution offers comprehensive retail, corporate and trade finance features- all in a highly secure and reliable environment. In fact, Finacle is one of the few core banking solutions in the world to be certified as being CoBIT compliant.

### Retail Banking

Finacle core banking solution supports the full range of savings, current, checking and overdraft accounts. It also provides comprehensive support for various types of term deposits and consumer loans.

### Corporate Banking

Finacle provides comprehensive support for standard corporate banking features. It also supports initiation, processing and tracking of various types of loans. Additionally, Finacle supports configuration of different types of interests and charges thus allowing the bank to increase its fee-based income.

### Trade Finance

Finacle offers powerful trade finance features covering business areas like Bills (Foreign & Inland), Documentary Credits/ Letters of Credit, Pre-shipment Credits, Bank Guarantees, Forward Contracts and Foreign Remittances among others.

### Common Modules

Finacle offers extensive common and infrastructure services like online limits, collateral tracking and management, clearing, a comprehensive general ledger, signature capture and display, powerful MIS and reporting capabilities and interfaces to various payment gateways.

## BUSINESS BENEFITS

### Customer delight

Finacle's customer-centric design provides your bank and its customers a comprehensive unified multichannel view of customers. 24x7 availability feature of Finacle core banking solution ensures that the bank's customers always stay in touch with the bank.

### Enhanced Process Efficiency

With workflow to automate processes and STP to cut down turnaround time, Finacle core banking solution can help banks eliminate non-productive processes. Additionally, by leveraging web technology, the solution can be easily integrated with applications like Chat, Ticker and Mail for quick and seamless knowledge dissemination. These features enable banks to derive maximum efficiency from existing processes.

### Quick Time-to-Market

The architecture of Finacle core banking solution packs the unique e-Xtensibility tool kit that allows banks to set and modify business rules quickly and integrate with surround applications seamlessly, without touching the source code which means that it can be handled by the bank's own IT staff. This translates to quicker time-to-market for new products and services.

### Total Cost of Ownership

Designed around the web paradigm and architected on new generation open platforms, Finacle ensures future-proofing of the bank's technology investment. The unmatched scalability of Finacle's core banking solution further ensures lower total cost of ownership to your bank.

2. Finacle **Treasury** offers an integrated yet modular front, middle and back office treasury solution. It supports a full range of treasury products and their derivatives covering foreign exchange, money markets and securities. It has extensive middle office features such as limits management, risk and liquidity management and also supports full back office processing capabilities including general ledger. Finacle's architecture provides scalability and has extensive fail-over features.

Functionally robust, Finacle treasury solution offers unique features like comprehensive product range, support for STP, flexible interfaces (both inward and outward) and powerful security.

The solution is designed on best-of-breed open technology platforms. The 3-tier architecture ensures resilience, fail-over and high volume capacity and makes the solution flexible and parameterisable.

## FUNCTIONAL OVERVIEW

Finacle supports the following treasury instruments:

- Foreign Exchange
- OTC Options
- Forward Rate Agreements
- Call & Notice
- Repos & Reverse Repos
- Commercial Loans
- Certificates of Deposit
- Government Bills & Bonds
- Securities
- Traded Futures
- Swaps & Asset Swaps
- Swaptions
- Fixed Income

## BUSINESS BENEFITS

### A Comprehensive Treasury Solution

Finacle is an integrated front, middle and back office treasury solution providing comprehensive functional coverage of treasury products and their derivatives. In addition, it is also tightly knit to Finacle core banking solution and has ready interfaces to commonly used external trading engines and feeds. In short it's the complete treasury solution for your bank.

### Total Cost of Ownership

With increased product offerings in the market and higher trade volumes, what banks need is a highly scalable and functionally rich treasury solution. Based on a highly scalable, object-oriented architecture, Finacle comes with several out-of-

the-box features and a flexible architecture that reduces the bank's time-to-market for new products. The use of industry standard platforms and open technologies further contribute towards ensuring that the bank's IT investment is protected.

#### Multi-entity enabled

Finacle facilitates users belonging to different legal entities to work on a single system and database, with support for cross-entity consolidation of risk and static data. This provides the flexibility to users across entities to work seamlessly in harmony while allowing for entity-wise accounting and reporting.

#### Seamless transaction flow

Finacle provides full straight through processing (STP) for all supported instruments across various life cycle stages of pricing, pre-deal analysis, confirmation and settlement. In addition, it comes with a powerful integration tool to interface with the bank's core banking solution and external data sources that ensures seamless transaction flow in the bank.



3. Finacle has powerful and integrated banking speciality **CRM** capabilities. This CRM-enabled architecture provides a unique value proposition to our customers. Finacle's banking speciality CRM capabilities include 360° view, sales, service, origination and marketing features.

## FUNCTIONAL OVERVIEW

### 360° View

This feature provides a shared, bank-wide unified view of the customer encompassing the customer's entire relationship details. It includes multiple product holdings, sales opportunities, marketing campaigns, support and service incidents and the history of interactions of the customer with the bank.

### Sales

Finacle delivers best-in-class sales automation functionality through features such as workflow, activity and task management and opportunity tracking across various banking products. Pre-configured reports and a powerful workflow engine that allows banks to define business processes are some of its other key features.

### Service

Finacle has pre-built best practice workflows for processing inquiries, service requests and complaints of various types received from multiple communication channels at the bank. Finacle also has the ability to define service levels for various product categories and powerful auto escalation and auto acknowledgement features.

### Origination

Finacle enables banks to streamline and automate multiple steps in the origination process of various products of the bank like loans, credit cards etc. Key features include multi-channel support for application submission, de-duplication, pre-defined document checklists, templated sanction or denial letters etc.

### Marketing

Finacle empowers the bank's marketing and product teams to utilize the customer master database to create highly personalized and differentiated marketing programs for new customer acquisition and cross-selling. Finacle also helps banks fine tune and improve the efficiencies of their marketing campaigns by capturing critical data.

## BUSINESS BENEFITS

### Integrated CRM solution

Finacle eliminates the need for a separate CRM solution because it comes packed with comprehensive banking focussed CRM features. This eliminates third party integration issues because all the CRM features that a bank needs are readily

available with Finacle for deployment and use.

#### Know your customer

Finacle enables a bank to understand its customer's expectations and preferences better and offers the potential to deliver higher levels of personalized service. Finacle offers perspective into the complete relationship across multiple channels like e-mail, IVR, phone, CTI, fax, letters, branch and web chat. As a result every bank employee is better informed to deal effectively with customers and their needs.

#### Increased "share of wallet"

Finacle's CRM capabilities add value to banks by helping cross-sell and up-sell a range of products and services to existing customers. By doing so, banks can enhance customer retention, profitability and loyalty and get an increased "share of wallet" from their customers.

4. Finacle **e-banking** solutions are component based & modular and have been built on two leading open industry standard platforms, J2EE and .NET. These solutions leverage industry standard protocols and methodologies to seamlessly interface with multiple back office systems and enable banks to offer single point access to various products. A key feature of Finacle e-banking solutions is the support for various bank and customer definable, event triggered alerts which can be delivered to the bank's customers through their preferred channel.

## FUNCTIONAL OVERVIEW

### Consumer e-banking

Finacle's powerful consumer e-banking solution enables banks to offer a consistent experience to their retail customers through channels of the Internet and Mobile (both WAP & SMS). This solution enables the retail customers of the bank to use the comprehensive account management features to conduct operations like view details of each account, view specific transaction details, make queries like balance inquiry, etc. Finacle also has a powerful Electronic Bill Presentment and Payment (EBPP) module which is designed to help these customers make their utility payments, payments to individuals or institutions and other general payments on-line.

### Corporate e-banking

Finacle's comprehensive corporate e-banking solution enables banks to offer powerful, value-added products and services over the Internet to its corporate customers. It enables banks to offer end-to-end corporate accounts management, comprehensive Trade Finance features like Bills, Guarantees, Documentary credits, Limits, Forward contracts, Online B2B payments etc. Additionally, it incorporates several features specific to corporate e-banking like multi-level client side workflows, additional security measures etc. One of the key features of the solution is the powerful EIPP feature which enables banks to create a "Closed User Group" and act as an intermediary between its corporate clients and third parties for the purposes of presenting invoices and making payments. This can be used by banks to generate new business opportunities and additional revenue from customers.

### Web-based cash management

Finacle's web-based cash management solution is ideal for banks looking to deploy a powerful cash management solution for their corporate clients.

To learn more about Web-based cash management solution, please [click here](#).

### Common Modules

Finacle e-banking solutions come packed with several infrastructure services like an e-mail management system, a powerful administration module, reporting tool etc. These solutions have been designed with state-of-the-art security

infrastructure audited independently by Ernst & Young and certified to be compliant with relevant global best practices in online security.

## BUSINESS BENEFITS

### Unified customer relationship

By leveraging the customer centric architecture of Finacle, banks can launch "one-step" financial portal for their customers to deliver a multi-channel, personalized banking experience.

### Optimize channel efficiencies

By handling online transactions through low cost delivery channels of internet and mobile devices, Finacle can help banks convert their transaction oriented branches to sales units. This not only reduces transaction and administrative costs for the banks but also gives the bank's customers increased flexibility, convenience and control over their financial transactions.

### Lower cost of ownership

Based on industry-standard platforms like J2EE and .NET, Finacle e-banking solutions are inherently platform-independent with respect to database, hardware and OS. An open, message-oriented architecture ensures easy deployment, high interoperability and simplified maintenance, all translating into significant cost savings. By implementing a single e-business platform to support consumer, business, and trade clients, banks can leverage their IT infrastructure investments across multiple market segments.

5. Finacle **mobile** solutions can broadly be classified under 2 categories: mobile payments and mobile banking solutions. These feature rich and cutting edge offerings enable banks to offer next generation mobile solution to its customers. Based on the two leading, open industry standard platforms – J2EE and .NET, Finacle mobile solutions help bank's customers to not only stay in constant touch with their financial information but also help them carry out several key transactions over their mobile devices.

## FUNCTIONAL OVERVIEW

### Mobile Payments

Finacle mobile payment solution helps customers of banks to conduct payment transactions over their mobile devices. When a customer wants to pay a merchant for purchases made at the merchant's shop, instead of using either credit card or debit card (which means either merchant or the bank or both have to bear VISA/MasterCard charges) or cash (which means inconvenience to the customer who needs to carry cash with him), the customer just uses his mobile device to effect payments to the merchant without any additional charges being levied.

### Mobile banking

Finacle mobile banking solution helps banks offer powerful mobile banking features to their customers. These include both 'push' and 'pull' banking transactions. 'Push' type of mobile banking transactions include those in which the bank 'pushes' information to the customer pro-actively through pre-defined alerts. (Please see section on Finacle alerts solution for more details). 'Pull' type of mobile banking transactions supported by Finacle are ones where the customer of the bank can initiate banking transactions leveraging the WAP or the SMS technology.

### Common Module

These solutions come with a powerful administration module, that helps banks generate relevant reports and carry maintenance activities along with other key functions. Finacle mobile solutions come with standards-based interfaces to multiple systems, thereby reducing the bank's total cost of ownership and significantly enhancing time-to-market for new products and services.

## BUSINESS BENEFITS

### Customer delight

The delight of not just receiving timely alerts concerning financial matters through channel of choice but also being able to act on them is unparalleled. It enables the customers – consumer and corporate customers – to have up-to-date knowledge and more importantly be in control of their financial matters. With Finacle mobile solutions, banks can create and deliver customer delight.

### Differentiator for banks

By deploying Finacle mobile solutions, banks can clearly differentiate themselves from their competition. Mobile solutions today have very powerful effect of superior service experience by the customer and reinforces the bank's perception as an innovator.

#### Customer loyalty

To have the convenience of true anytime, anywhere banking is the dream of every customer of the bank. With mobile phones proliferation, any bank offering convenient, timely information about products and services and allowing key transactions to be carried out over the mobile devices wins customer's loyalty and hence the business.

6. Finacle **alerts** solution provides banks the edge they need to create and retain positive mindshare with their customers. Deploying this component based, modular solution enables banks to offer customized multi-channel alerts to their customers. It helps provide greater convenience and valuable control in financial decision-making. Finacle alerts solution enables financial institutions to instantly notify customers and internal users whenever an important business event occurs. Users can choose to be notified via email, mobile phone, pager, fax or voice about different types of events. For example, a customer could choose to be notified when an important payment clears or if an account balance exceeds a specified threshold. Similarly, alerts could be used internally to help risk managers detect fraud when unusual transaction patterns are detected.

## FUNCTIONAL OVERVIEW

At the core of Finacle alerts solution is the unified alerting engine that supports standards- based interface to multiple delivery channels on one hand and multiple back end systems on the other. This allows for event-based alerts to be triggered and delivered to customers of the banks through the channel of their choice. Finacle alerts solution can be used to generate:

- Retail banking alerts
- Business banking alerts
- Private banking alerts
- Credit card alerts

Supporting batch and real-time alert generation and delivery mechanisms, this powerful solution comes packed with several out-of-the-box alerts like:

- Large credits or debits in accounts
- Reminder of loan repayment due date
- Opening of new inward or outward bills
- Expiry of bank guarantees
- Balance in accounts going above or below a specified limit
- Salary credits
- Deposit maturity or renewal
- Credit limit breach on credit card
- Reminder of insurance premium due date

Finacle alerts solution is based on the industry standard J2EE technology platform and hence can be easily and seamlessly interfaced with multiple delivery channels and multiple back end systems.

## BUSINESS BENEFITS

Customer delight

Relevant and timely alerts provide greater financial control for the customer while

two-way alerts enable real-time exchange of information between the bank and its customers. With the proliferation of mobile phones, Finacle helps deliver customers delight by offering convenient and timely information.

#### Reduces risks and frauds

Finacle alerts solution provides proactive alerts on critical account activity that can signify either unauthorized access or potential fraud and therefore enables banks to prevent operational lapses.

#### Optimizes revenue

By charging customers for alerts, Finacle helps banks generate additional income. Finacle also enables the reduction of load on call centers, IVRs and websites by proactively disseminating information.



7. As corporations face ever-increasing need to cut costs and improve bottom line by managing existing resources better, they are looking for **cash management** systems that will help them manage cash and process payments quickly and easily. Finacle web-based cash management solution is ideal for banks looking to deploy an online cash management solution for their corporate customers. Built on the J2EE and .NET standards, this component-based, feature rich solution can help create the differentiator that banks are looking for their corporate customers. A key feature of Finacle web-based cash management solution is its alerts-enabled feature that allows crucial cash related alerts to be delivered across multiple channels.

## FUNCTIONAL OVERVIEW

With corporate customers' increasing demands from their banks, online cash management offerings by banks today need to be much more broad based and comprehensive. They need to cover more than the traditional in-country cash management activities. Finacle covers a wide range of functions to support the present day requirements.

- Consolidated balances, statements, downloads and reporting
- Automatic and continuous reconciliation and reporting
- Global liquidity management
- Cross country payments
- Account pooling
- Sweeping
- EIPP
- Trade finance related instruments

Finacle web-based cash management solution focuses on giving the customer the relationship view, not only of all his cash but also about the activities which consume cash. The solution goes a step ahead by transaction-enabling these activities.

## BUSINESS BENEFITS

Leverage the power of the web

With the advent of the web, various shortcomings of the PC banking solutions - software distribution issues, non-standard interfaces, multiple software version, lack of mobility - are becoming more and more clearer. Finacle's solution is based on the web paradigm which eliminates all these problems and allows banks to focus their resources and energies on delivering newer, value added products and services to their corporate customers.

Create value add for corporate customers

As the banks try their best to attract and retain their key corporate customers,

Finacle web based cash management solution helps banks by offering value added, feature rich web based cash management products and services. The solution comes with powerful alert capabilities through which corporate customers of the bank can get key alerts on the channel of their choice.

Open new revenue streams

Businesses today are under tremendous pressure to improve bottom line all the time. Any initiative by banks which helps their customers manage their cash and payments better are viewed very favorably and customers are willing to pay premium for such value added products and services.

## **Finacle Clients:**

- Domestic market:
  - Union Bank of India
  - Punjab National Bank
  - Oriental Bank of Commerce
  - Vijaya Bank
  - ICICI Bank
  - IDBI Bank
  - UTI Bank
  - Canara Bank
  - Karnataka Bank
  - SBI – International Operations
  
- Overseas market:
  - ABN Amro
  - Arab National Bank
  - Thai Exim Bank
  - Union Bank of Philippines