

Infosys® |  Finacle  
CONCLAVE 2019  
NOVEMBER 12-14 | DUBAI

# Designing Consistent Customer Journeys

**SCALE**  
DIGITAL

# Finacle approach to digital engagement and experience transformation

## Finacle Channels Applications

Branch, Online, Mobile,  
Wallet, Agency, Kiosk,  
AI assistants



## Finacle APIs led distribution

Open APIs suite, Pre-integrated  
FinTechs, Digital ecosystems, Developer  
Tools, Finacle App Center



## Finacle Digital Engagement Hub

Unified engagement hub to deliver customer insights, personalization, contextual offerings across all channels

# Finacle Digital Engagement Hub

Enterprise platform – powering insights driven contextual customer experiences across channels applications and devices



# Finacle Digital Engagement Hub





# Coming up next...



**Bhuvanesh Shukla**  
Chief Technology Officer,  
AGD Bank



**Sridhar Kasisomayajula**  
Chief Information Officer,  
Al Ahli Bank of Kuwait

# Coming up next...



**Bhuvanesh Shukla**  
Chief Technology Officer,  
AGD Bank



**Sridhar Kasisomayajula**  
Chief Information Officer,  
Al Ahli Bank of Kuwait

# Coming up next...



**Bhuvanesh Shukla**  
Chief Technology Officer,  
AGD Bank



**Sridhar Kasisomayajula**  
Chief Information Officer,  
Al Ahli Bank of Kuwait