KEEPING YOUR CUSTOMER INFORMED. ANYTIME, ANYTIME, ANYWHERE.

Finacle Alerts Solution
Banking customers in today’s digital world have increased expectations. For them, it is natural to demand information about their financial relationships be made available to them in real-time, no matter their physical location. Communicating with customers about time-sensitive information demands a system that can provide such real time updates.

Historically, however, myriad systems have posed a challenge in providing consistent, enterprise-wide communications updates. Further, with fraudulent transactions on the rise, the stakes for a real-time communication mechanism are more mission critical than ever.

Finacle Alerts

The Finacle Alerts solution keeps customers informed about events and actions that occur on their account and profile, delivered through multiple devices. Whether the customer prefers email, fax, SMS or voice alerts, the alerts solution is a centralized and unified system that alerts customers ‘intelligently’, ensuring that updates are relevant and customer-centric, delivered with optimum time-sensitivity.

The Finacle Alerts solution empowers banks to alert end users about events recorded by the bank’s diverse business systems, consolidated into one reporting mechanism. The solution’s subscription feature enables the bank’s customers to select the specific information about which they want to be alerted, as well as the time they want to be alerted and the channel or device on which they want to receive the alerts. Built on production-proven, new-generation technology, the solution provides multi-channel and multilingual support.

In addition to alerting corporate and retail customers of the bank, the solution provides alerts for the bank’s internal users as well. Such alerts can be defined by categories to control access to various alerts. The solution allows a group of alerts to be combined into a message digest, minimizing the traffic of outgoing notifications.

Finacle Alerts. Satisfying all the information needs of customers of Tomorrow’s Bank.

Functional architecture
Key modules

- Multi-channel delivery including push and pull type channels including SMS, e-mail, and fax
- Enterprise alerting capability with seamless integration across host systems
- Centralized subscription and delivery for alerts
- Templates for maintaining alert and delivering messages
- Personalized alert delivery where customers can choose the alerts, preferred delivery mode and preferred delivery time
- Configurable alerts framework allowing easy rollout of new alerts
- Configurable business rules to capture events and notify customers as well and internal users including bank employees
- Real-time and batch alerting capability
- SOA-based architecture with host system adaptors supporting multiple interface methodologies including JMS, MQ Series, HTTPS/XML, SOAP, TCP/IP pre-integrated with Finacle Suite of solutions with a large set of pre-configured alerts including minimum balance alerts, payment due alerts, large amount debit/credits, loan repayment alerts, deposit maturity alerts and password expiry alerts, among others
- Multilingual and multi-entity enabled.

Business benefits

Customer delight
The solution’s self-service capabilities empower customers to manage their banking activities with more knowledge and confidence. Additionally, subscription based alerts ensure that a customer receives requisite information through their preferred channel. This leads to greater convenience and enables better monitoring of banking transactions in real time.

Increased process efficiencies and collaboration
The Finacle Alerts solution automates the delivery of timely information to multiple end points from a single delivery system that collaborates seamlessly with the bank’s many business engines, optimizing process time and responsiveness to customer imperatives.

Reduced fraud
Customers can receive timely information on actions/events occurring on their accounts, thus identifying irregularities more quickly. This helps in identifying fraud earlier and also helps in preventing fraud.

Cost savings
With deployment of alerts, the need for customers to login to the Internet banking infrastructure or reach the call center to verify the execution of a transaction is obviated. This results in significant cost savings as banks can plan for lesser capacities to support these channels. Additionally, banks can augment revenue by providing fee-based premium alerts.
About Infosys Finacle

Finacle is the industry-leading digital banking solution suite from EdgeVerve Systems, a wholly owned product subsidiary of Infosys. Finacle helps traditional and emerging financial institutions drive truly digital transformation to achieve frictionless customer experiences, larger ecosystem play, insights-driven interactions and ubiquitous automation. Today, banks in over 100 countries rely on Finacle to service more than a billion consumers and 1.3 billion accounts.

Finacle solutions address the core banking, omnichannel banking, payments, treasury, origination, liquidity management, Islamic banking, wealth management, analytics, artificial intelligence, and blockchain requirements of financial institutions to drive business excellence. An assessment of the top 1250 banks in the world reveals that institutions powered by the Finacle Core Banking solution, on average, enjoy 7.2% points lower costs-to-income ratio than others.