Transcend your Payments Business into the Future

Finacle Payments Suite
The payments industry continues to evolve rapidly

Multiple factors shaping the landscape today

The digitization of economies, ‘electronification’ of payments, uptake of cross-border e-commerce, positive outlook in global transaction banking, open banking-driven payments innovations, and new interventions from market infrastructures are among the key factors creating new orders in the payments business landscape.

In the wake of the bold moves by non-bank players to build non-traditional business models fostering faster, frictionless, cheaper, and secure payments, it will require the incumbents to reimagine payments strategies in order to remain competitive in an industry continually shaped by technological advances, agile-competition, new customer demands and industry consolidation waves.

The following factors will shape the payments ecosystem globally.

Role of central banks and market infrastructures

Open payments directives, inception of new instant payments rails, innovations such as SWIFT gpi from key market players, along with real-time payments platforms built by consortiums of big banks will play a significant role in shaping faster payments dynamics. Besides, multi-pronged initiatives with the twin purpose of risk-reduction and standardization will foster systemic efficiencies and safeguard customer interests.

Modern commerce dynamics and changing customer expectations

With real-time payment solutions becoming the norm, increasing demands for tracking and confirming payment transactions with complete transparency into fees and FX rates will require providers to build these attributes into their payment products.
New competition, new orders
Riding on digital prowess and differentiated business models, Fintech firms will build and deliver innovative products in the payments space, even as the “big-techs”, armed with billions of global users, step up payments ecosystems models, significantly disrupting the payments value chain. Cheaper payment services, coupled with regulatory pressures, will shrink the profitability of incumbent banks’ payments businesses.

Proliferation of new technology
The role of distributed ledger technology (DLT) in digitizing payments business processes by connecting banks, payments providers and business customers on a single distributed, trusted and shared network will be instrumental in creating new business models that circumvent traditional correspondent banking for payment transactions.

MANY BANKS ARE STRUGGLING TO KEEP PACE
A key way to sustain the business in an industry with fast changing dynamics is through digital transformation. However, most banks are not ready, or equipped, to change.

The biggest reason is legacy IT, ridden with complexity and cost. Even today, most banks have disparate payments systems for different payment schemes, inconvenient product silos and inefficient, manual processes that together drain resources and inhibit both scale and convergence across the payments value chain.

Impact on business performance and outcomes
- Sluggish speed to market in new payment rail adoptions
- Lack of readiness for open payments directives
- Inability to innovate with the ecosystem
- Ineffective payment transactions tracking and monitoring
- Increased risk and cost to compliance
- Suboptimal customer experience
- Spending on maintenance, rather than strategic initiatives
Accelerate payments modernization, Now

This is the time for banks to reimagine their payments business landscape to stay relevant in the digital age. An enterprise view, encompassing the following three key virtues, is essential for achieving this holistic transformation.

**A unified payments platform**
A platform that processes payments originating from multiple business divisions (such as retail banking, corporate banking, private banking etc.), and is fully agnostic to payments instruments, originating channels, hosting modules and payment networks.

**An open payments platform**
A platform that brings together a host of APIs for fostering collaboration, enables participation in open payments ecosystems, and drives innovation.

**A scalable payments platform**
A platform built for infinite scale, which helps banks and financial technology companies prepare for burgeoning digital payments volumes, as well as enables them to accelerate building complementary capabilities for new waves in payments industry dynamics.

Banks, whose transformation strategies hinge upon the above principles, would be better positioned to build a payments platform that is future ready, fully compliant and designed to deliver distinctive customer experiences.
Finacle Payments Suite

Accelerate your journey towards a truly digital payments platform

Finacle Payments Suite, which includes Finacle Payments – an advanced enterprise payment services hub – and Finacle Payments Connect – a blockchain-based solution – is designed to help banks successfully transform and modernize their payments landscape. Built on an advanced architecture, the componentized suite empowers banks to deliver new propositions in digital payments.

Finacle Payments, the SWIFT certified, gpi-ready, enterprise class payment services hub designed leveraging ISO 20022 standards, empowers the financial institutions to enhance the customer proposition with value-added services and tailored payments offerings. Finacle Payments Connect, the blockchain-based payments solution, brings all partners on a single, trusted distributed ledger, simplifies global payments processes and enables banks to provide a frictionless experience across all relevant transaction areas.

Finacle has helped banks and payments-focused financial technology companies around the world to reimagine their business with digital technologies to drive new revenue streams. The solution leverages emerging technologies, such as advanced analytics, blockchain and AI to offer impressive benefits to banks and their clients.

The Finacle Promise

• To empower banks and financial technology companies with the agility they need for continuous innovation and accelerated growth in a digital payments world

• To provide a robust platform that offers end customers nuanced, contextualized payment services in the open, real-time payments market

• To enable extensive automation, straight through processing and operational excellence, along with comprehensive risk mitigation

6 | External Document © 2020 EdgeVerve Systems Limited
An industry-leading solution suite designed to accelerate your payments transformation journey

- Agility for innovation & growth
- Customer centric propositions
- Operational excellence and risk mitigation

Comprehensive Payments Suite
Advanced Architecture
Simplified Transformation
Comprehensive, Componentized Payments Suite

Modernize your payments business

Digital technology is shaking up the payments competitive landscape. Real-time payments initiatives, evolving market infrastructures, and open banking paradigms, are further catalyzing payments dynamics. Decline in cash usage, rapid growth in digital commerce, and innovative alternative payment methods are all creating new horizons for both consumers as well as merchants. Further, with corporates seeking efficiency in treasury operations, smarter cash management is becoming a top priority. For this, improved experiences in cross-border payments with full transparency into transactions and fees, simplified onboarding of accounts, and seamless integrations are among the key requirements. Banks must match these expectations with a sound value proposition, tailored solutions and highly efficient delivery of digital payment services. This is only possible when they modernize their legacy systems with a robust digital payments platform that is packed with the latest capabilities.

The Finacle Payments suite meets and exceeds these expectations. It gives banks a real-time payments platform, with proven scalability to meet emergent business needs and the agility to respond swiftly to emerging market trends. Further, the blockchain solution empowers them to build futuristic propositions and innovate in their payments business.

With Finacle, banks can deploy a comprehensive payments engine with rich business functionality that can be delivered on all channels. No matter how big or complex the business, Finacle can give it a firm foundation of functional capability, architecture and delivery readiness.

Key Solutions Include:

**Finacle Payments** – ISO 20022-based, SWIFT-certified enterprise payments hub

**Finacle Payments Connect** – Blockchain-powered solutions
Reimagine your payments strategy to deliver real-time, frictionless payments experiences – anytime, anywhere

**Own channels**
Branch, Online, Mobile, ATM, Wallet, Social, Wearables…

**APIs led distribution**
3rd party apps, FinTechs, Partners, Clients, Other Financial Institutions

**Open APIs**

**Finacle Payments**
An advanced enterprise payments services hub to manage workflows, optimize processes and gain operational efficiencies

**Finacle Payments Connect**
A blockchain based enterprise solution to simplify global payments processes and provides frictionless experience
The Finacle Payments Hub offers comprehensive capabilities

Advanced functional architecture that empowers you to do more

Finacle Payments, an advanced enterprise payments services hub, is designed to manage the end-to-end payments lifecycle and process payments regardless of instrument, originating channel, hosting module or payment network. The solution is built leveraging ISO 20022 standards to deliver seamless interoperability across various global and local payment networks.

The hub’s multi-entity capabilities empower financial institutions to centralize payments across local and international subsidiaries to gain unrivalled business efficiencies. The Finacle Payments hub is componentized to deliver future-proof and robust payments processing architecture.
Qatar National Bank (QNB)

Payments transformation to power its digital banking strategy

QNB, with business operations in more than 31 countries in Middle East, Africa, Asia and Europe, wanted to consolidate its multiple payments engines and replace them with a unified, multi-currency, multi-entity enabled enterprise payments hub. With a truly enterprise class payments hub solution from Finacle, the bank is delivering seamless interoperability across various global and local payment networks, providing clearing services, and comprehensively supporting multiple payment types and instruments. With the transformation, QNB has gained a real-time payments platform, with proven scalability to meet emergent business needs and the agility to respond swiftly to emerging market trends.

Highlights

The payment core services layer performs the core business processing that includes business validation, enrichment, compliance checking, authorization, matching, warehousing, fees and charges handling, balance checking, accounting and derivation of payment chain, payment network through intelligent routing.

The master data layer maintains all the necessary data elements related to payment schemes, network directories, correspondent bank details, and originator information. It also provides extensive configuration capabilities for exchange rates, fees and charges.

The infrastructure layer provides a suite of services for rules maintenance, single sign on management, file and message handling (including bulking/de-bulking), parsing, notification management, audit management, queue handling and more. The messaging component is isolated from core business processing; thus, any change in the messaging standards would require updates only in the message structure. This enables financial institutions to adapt to emerging standards rapidly without altering their core business processes.

The payment products layer provides the infrastructure to configure and bundle product offerings for both corporate as well as retail customers. Banks can create multiple payment products and align them to specific customer accounts or groups of accounts. Parameters, such as preferred and allowed networks, subscription to payment services, daily transaction and exposure limits, and file formats for each corporate customer, can be configured easily. The design offers extensive capabilities for mandate management, electronically and manually. It also provides an add-on facility to set up standing orders based on corporate and retail customers’ instructions.

The Finacle integration platform acts as a gateway, enabling easy integration and seamless interoperability with other enterprise systems as well as interfacing with external payments ecosystems and networks.

The solution supports both assisted channels (branch or relationship manager on the move) and unassisted channels (online/mobile banking) and delivers a host of APIs for a truly digital payments experience.
Key Services

**Domestic payments**
Offers support for processing high value domestic payments covering inward and outward credit transfers and direct debits. Solution supports SWIFT, and RTGS payments systems such as CHIPS, FEDWIRE, CHAPS, TARGET2, NG-RTGS and other local payments schemes through product configuration.

Also provides for processing bulk payments covering inward and outward credit transfers and collections. Solution supports Automated Clearing Houses (ACH) systems such as SEPA, NACHA, BACS, NACH and other local payments schemes through product configuration. Likewise, the solution also supports low value real-time and near real-time payments systems such as NEFT, FPS and GIRO.

**International payments**
Supports processing of international payments in foreign and domestic currencies on payment networks, such as SWIFT, NACHA, SEPA and TARGET2. It offers the infrastructure to maintain the correspondent banking relationship in terms of Nosto/Vostro accounts maintenance, charging agreement setups and routing agent bank maintenance.

**Exception and investigation management**
The native exception and investigation management service is designed to manage the end-to-end exception management lifecycle. Offers out-of-the-box support for SWIFT exception and investigation services, based on ISO 20022 XML messaging standards. Key services include:

- Request for cancellation
- Unable to apply
- Request for modification
- Claims non-receipt

**Compliance management**
Provides support for anti-money laundering (AML), OFAC and blacklist checks. The response handling is automated and payment transactions failing compliance are marked into a unified suspense processing queue for appropriate action by business operations.

**Suspense management**
Facilitates suspense processing for transactions with exceptions, failed validations and screening requirements. It offers single-window control to users to effectively manage such transactions through multi-level referral and queue management capabilities.
Repairs
Enables auto-repair of payment transactions. Provides pre-built use cases across categories such as customer information repairs, payment information repairs, etc. The intelligent service auto-corrects the erroneous information based on inbuilt cases or triggers enrichment processing as necessitated.

Enrichments
Provides comprehensive data enrichment at multiple levels, such as customer data and payments transaction data. Enrichment processing is auto-triggered and fully customizable with a pre-configured set of rules. Beyond standard requirements that can be fulfilled by rule-based data enrichments, the solution also offers a native RPA engine to meet non-standard yet repeatable data enrichment requirements.

Validations
Supports auto-validation of the payment transaction records for accuracy in account and payment scheme information. Account format/ account validity checks, IBAN related checks, balances maintained and amount limit checks, along with validations for various clearing system attributes, applicable SLAs are performed. Critical validations are further processed by compliance management services.

Liquidity checks
Offers liquidity checks leveraging configurable rules, analytical dashboard and automated workflows. The service stores the funds details available in the RTGS account with central bank, validates the payments before routing them and takes actions such as auto-liquidity queuing or sending threshold funding alerts. The payments liquidity dashboard provides insight on the liquidity maintained by the bank with different parties. Predictive analytics provides accurate liquidity position forecasts.

Intelligent routing
A host of configurable parameters to set routing rules at different levels, such as bank, customer segment or individual customer, is available. Preset rules are available for configuring routing decisions for the payment gateway and clearing category as well as service level agreement category. Basis the overlays/overriding and final routing decision, all relevant pricing and fee structures are applied. The deterministic algorithms take into consideration factors such as amount, cost, or time required for settlement to provide the most optimal routing decision.

File management
Offers the facility to maintain customer-specific multiple file formats for corporate customers. It automatically identifies the file format and does the necessary parsing and validations. It also gives a unified view of all files and payments and monitors the status of all the payment files uploaded and the payment orders created.

Template management
Offers support to configure templates for payment messages or files in any format. It provides the flexibility to rapidly configure templates to support new payment schemes and allows quick message upgrades.

Network directory infrastructure
Provides the infrastructure to manage the network directories for different payment schemes. Performs online network directory validations and enrichments to improve Straight Through Processing (STP). It allows multiple directories per payment scheme and supports both incremental and full upload of the network directory file.

The solution empowers business users to set up services for various requirements such as credit transfers, customer payment transfers, payment returns and recalls, debit authorizations, customer/inter-bank collections, contests and dishonor management, balance checks, accounting and posting services, FX processing, fees and charge management, matching, warehousing and reconciliations, and limits breach management.
Finacle Payments Connect

**Transform your payments business with blockchain**

Cross-border payments suffers from many challenges such as long transaction processing time, high rate of failure of transactions, high cost of transactions, lack of real-time visibility of fund movement, unwieldy host-to-host connections. Finacle Payments Connect, a blockchain-based solution, is designed to solve these problems and automate corresponding banking relationships. The solution eliminates the time lag and process complexities among the various corresponding banking partners. With its real-time bi-directional messaging on a distributed ledger, the solution radically reduces the processing time. Rich-data attachments with payment instructions allow pre-disclosure of the required information, helping avoid failures and errors. For instance, the solution powers end-to-end cross-border payments across India and UAE in 36 seconds for leading banks like ICICI and Emirates NBD.

The solution is completely agnostic to the underlying distributed ledger technology and works with all the major platforms including R3 Corda, Hyperledger and Ethereum. This helps banks future-proof their technology investments to grow their international payments business and compete with new digital providers effectively.

By leveraging blockchain technology, banks can adopt one or more strategies for fostering faster international payments. They can build an intra-group payments network or curate an inter-banking network with other corresponding banking partners participating in cross-border payments. The solution also allows banks to drive their ecosystem platform strategy forward with a payment-as-a-service offering to create a white-labeled payment network in strategic business corridors.

**Key features**

- **Real-time transfers** – Instant, on-demand, real-time transfers and payments. The bi-directional messaging capability on a distributed ledger radically reduces the processing time for payments across business partners to real-time.

- **Improved transparency and traceability** – Ability to track granular transaction status and view Nostro/Vostro balance in real-time.

- **Improved transactions visibility** – Single operational dashboard to track macro as well as micro level transaction flows. The platform gives participating banks complete visibility into payment flows across the value chain. Banks get the opportunity to offer connectivity to their clients to improve transparency.

- **Low reconciliation time** – Significantly lower reconciliation time due to automated processes and improved transparency.

- **Messaging capabilities** – Comprehensive pre and post transaction messaging capabilities.

- **Rich transaction pipes** – Rich transaction pipe allowing transfer of documents in addition to messages. Rich data attachments with payment instructions allow pre-disclosure of required information to mitigate failures and errors.

- **Multiple remittance models supported** – Pre-funding, nostro-based, tokenized value transfer and agency banking. High automation and STP – Digitization, automation and straight through processing (STP) across the inter-organization payments process ensures high efficiency.

- **Low operational costs** – Indirect costs incurred due to legacy messaging systems, reconciliation and tracking processes are minimized with automation. Simplification of the system and protocol landscape lowers maintenance costs.

- **Fewer host-to-host connections** – Eliminates the complexity, effort and cost of maintaining host-to-host connections. The solution brings all corresponding payment partners together on a common distributed ledger-based ecosystem ensuring connectivity and direct communication.
ICICI Bank remittance as-a-service network

Network between bank, its international subsidiaries, partner banks, and clients

ICICI Bank, a leading private sector bank in India, has enabled remittance as-a-service among its partner banks in global strategic corridors. The bank has set up captive networks with its subsidiaries and offers a “landing hub” to partner banks and exchange houses, enabling them to fulfill transactions even in countries where they do not have a presence. The landing hub receives remittance requests from various partner banks — typically small institutions — and forwards them to the appropriate international office for further action. Partner banks need not invest in any hardware and can plug and play with the “Landing Hub” to do trade and send remittances to any location within the subsidiary network where ICICI Bank operates.

Resetting remittance indexes for the digital world

- Offer “remittance as a service” to exchange houses and partner banks seeking to transfer funds to any geography where ICICI Bank operates
- Drive speed and agility
- Optimize cost
- Unlock new revenue generation opportunities

7+ landing hubs in strategic corridors
Advanced Architecture

Future-proof your business

The payments business today faces unprecedented flux, as multiple disruptive trends collide with traditional business models. Being a preferred payments service provider for both consumers as well as corporates requires imagination on several fronts - acquiring clients, building and selling payment products tailored to the digital world, managing pricing pressures, integrating channels, collaborating with ecosystems, mitigating risks, and streamlining internal and client-facing processes.

Digital-savvy banks look towards technology to deliver enhanced propositions across the payments value chain. But the archaic technology environment in many banks – complex legacy solutions built on obsolete technology and existing in silos – is not quite ready to change. This stifles innovation and hampers their ability to create benchmark payment products. Banks need to overcome this challenge and adopt a modern payments platform built on advanced architecture in order to become agile, flexible and scalable.

The Finacle Payments solution, which is built on the most advanced architecture in the industry, offers all these benefits and more:

**Enterprise-class hub** help banks in creating unified payments processing hubs across business units, thus enhancing efficiencies.

**Services oriented architecture** with a comprehensive suite of both fine and coarse-grained services, extending reusability and increasing business agility.

**Open APIs** across the suite, enabling collaboration with ecosystem partners for introducing new products and digital payment innovations.

**Readymade integration adaptors for various payment networks and compliance with industry standards**, lowering integration costs and enabling enterprise-wide straight through processing capabilities.

**Extensibility framework with GUI** (graphical user interface) based toolkit for extending the product to meet unique needs.

**Multi-entity, multi-currency, multi-time zone** capabilities, standardizing and centralizing operations across international and domestic subsidiaries.

**Payments workflow management** capabilities to automate, streamline and optimize processes.

**Flexible cloud journeys** with our partners, such as AWS, MS Azure, Oracle and IBM, for improving agility and lowering TCO.

**Scalable, secure and proven technology**, consistently rated best in class by leading industry analysts.
Infosys Finacle positioned as a Leader in The Forrester Wave™: Global Digital Banking Platforms, Q3 2018

“EdgeVerve builds its banking platform on a strong architectural foundation. Today’s architecture shows ingredients such as a service-oriented architecture (SOA), a strong decoupling from data and business logic, built-in API management, and — to some degree — micro services. Broad and rich off-the-shelf business capabilities support corporate and business banking.”

- Jost Hoppermann, Author of The Forrester Wave™: Global Digital Banking Platforms, Q3 2018
Simplified Transformation

Experience agile, risk-mitigated modernization

Today, technology is playing a profound role as the key catalyst disrupting the payments value chain. Fintech companies and challenger banks are leading the charge with their technology-led models, offering specialized payments services on low cost digital-only platforms, backed by superior customer service. Economies worldwide, with their continued focus on payments digitization and greater push towards faster payments, are introducing new payment rails or modifying the existing ones. Also, traditional cross-border payments and correspondent banking models are being completely reimagined or reset with new interventions such as DLT-based solutions. As new technologies emerge, they create new markets and consequently, new competition for banks. This poses challenges, but at the same time, opens up opportunities for banks that are willing to transform and meet emergent expectations. Progressive banks are consolidating multiple payment engines with a unified enterprise payments hub to transform operations and customer experience. A few are co-creating new blockchain-based payment networks to expedite payments.

Finacle enables banks to transform the payments business with agility, and in risk-mitigated fashion. Whether it is a big bang switchover, progressive deployment or complete overhaul, Finacle helps banks transform at their own pace. The following tenets simplify the transformation and mitigate its risks:

**Finacle reference bank models for cutting complexity and time**
Banks can leverage Finacle’s rich experience in more than 100 countries with 500+ installations, global best practices and innovations to transform their payment services. The solution’s reference model provides geo-specific parameterization so banks can roll out payment products meeting local requirements. Ready interface adapters facilitate connections with external interfaces, such as local payments systems and third party agencies to further expedite the set up process. They can easily customize the best global process models to meet local reporting and compliance requirements too.

**Phased transformation for maximizing business outcomes**
The fully componentized structure of the Finacle Payments suite allows banks to set up flexible modernization milestones. This clearly reduces transformation risks while accelerating the benefits of modernization. The business priority mapping and value realization models continually assess transformation progress and outcomes.

**Agile delivery for progressive launches**
Finacle implementations are done with agile methodology. This approach enables banks to achieve solution excellence, while frontloading risks and practicing strong governance.
<table>
<thead>
<tr>
<th><strong>Reference bank</strong></th>
<th><strong>Phased transformation</strong></th>
<th><strong>Agile delivery</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Global best practices + innovations + localized solution</td>
<td>Progressive modernization</td>
<td>Industry leading agile practice</td>
</tr>
<tr>
<td>Coverage for local products - parameterization for geo-specific innovations</td>
<td>A phase-wise approach</td>
<td>Progressive launches</td>
</tr>
<tr>
<td>Interface configuration for local payments systems, third party agencies</td>
<td>Business priority mapping and value realization</td>
<td>Risks management and strong governance</td>
</tr>
</tbody>
</table>
Agility for Innovation and Growth

Making the payments business ready for a digital world

The traditional model, where a bank manufactures and distributes a very basic, standard payment product with little or no customization and through limited channels that it owns, is fast losing relevance. The payments ecosystem is continuously evolving as new players and regulations disrupt incumbent systems and processes. Open banking directives in many countries are democratizing payment services, eroding competitive advantages across geographies and payment networks. While digitization of payments is one of the immediate consequence, new business models and alternative payment methods, instruments that directly appeal to customer needs and contemporary expectations see an uptick.

Progressive banks realize that the future is about building a digital payments platform that delivers highly contextual, niche products for their clients' unique requirements; it also entails offering white-labeled payment services to other financial institutions to achieve a differentiated cost-curve and revenue model.

Therefore, the dynamics of new-age payments call for a digital product engine that will not only host bank’s own products, but also widen the scope of offerings to include complementary products sourced from a partner ecosystem. The bank's role will change from merely pushing products to recommending contextual offerings built to suit the needs of clients, both consumer and corporate.

Finacle’s Approach

- Extensive product capabilities, such as suite of templates for payment products and payment schemes, together with deep parameterization capabilities, provide the flexibility to offer tailored payments based on specific requirements, along with value-added services.
- Leverage reusable business rules, configuration-driven design, predefined in-bound/out-bound payment services mapping to accelerate adoption of emerging payment schemes.
- Open APIs for ease of collaboration with partners, Fintech companies, corporate clients, and the extended developer ecosystem.
- Blockchain-based networks to digitize cross-border payments.
- Access to global innovations built on best practices from payments implementations in over 100 countries, with localization components, helps to meet local practices and extend the solution independently.
- Finacle AppCenter, bringing an ecosystem of large partners and Fintech startups to complement the Finacle solution suite, and providing a marketplace for accelerating payments innovation.
Enabling an outside-in and inside-out innovation approach to reimagine the payments business in the open, digital world

<table>
<thead>
<tr>
<th>Partners</th>
<th>Fintech Companies</th>
<th>Third-party developers</th>
<th>Corporate customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>External ecosystem</td>
<td>Open APIs</td>
<td>App Center</td>
<td>Blockchain-based Networks</td>
</tr>
<tr>
<td>Within the organization</td>
<td>Payment scheme templates</td>
<td>Payment product factory</td>
<td>Extensive parameterization</td>
</tr>
</tbody>
</table>
Enhanced Customer Propositions

Enabling customer centricity in payment solutions

The digital plays comprising of key factors such ease of access, convenience, secure and instant transactions are profoundly reshaping the consumer payments dynamics. With companies accelerating the digitization of their business operations, the demand for sophisticated digital payment solutions from their primary banks to better manage liquidity and treasury, is on the rise.

Consumers, while expecting a wide choice of payment methods, also seek complementary financial solutions to augment their payments experience. Similarly, the businesses are looking at enhanced propositions with omni-channel capabilities, access to multiple technologies and payment networks, and integrated solutions across the larger transaction banking value chain, all at competitive prices.

Banks are expected to keep pace, and provide technology and business solutions that best meet such requirements. For that, they need new operating models that deliver products and services cost effectively across channels and fulfill new customer needs through innovation. Given the deep impact payments can make on customer engagement, it is time that banks made the payments business central to their overall strategies by renewing focus, increasing investments in new technology and driving innovations.

Finacle’s Approach

- The Finacle digital engagement suite gives clients seamless access to payment services across channels and devices.
- Open APIs to support multiple open payments initiatives, accelerate innovation with external ecosystems and deeply embed payment solutions into corporate systems.
- Drive innovations built on a real-time foundation – smart payment solutions, including host card emulation-based and sound wave-based contactless payments.
- Tailor payment service delivery with intelligent routing options based on decisioning attributes for banks, payment schemes, customers and payment orders.
- Easy integration with Finacle enterprise solutions, enabling extensibility for corporate cash management.
Transforming Qatar National Bank’s payments business with Enterprise Payments Hub

“In the digital disruption that is impacting banking, the payments space is probably the most dynamic and fast paced. Our payments modernization project based on the Infosys Finacle Payments Hub is aimed at not just giving our business efficiency a boost, but making QNB fit for a truly digital future. With this transformation, our aim is to ensure QNB is better equipped to manage change in the payments space and provide our customers a greater degree of reliability, thereby cementing our position as a leading financial powerhouse in the Middle East.”

Adel Al Malki, General Manager – QNB Group Information Technology
Referring to Finacle solution for Payments Transformation

Powering Santander UK’s International Cash Management System

“Finacle’s digital offering will help Santander UK to strengthen its multi-channel cash management, cash forecasting and payment services to better serve its corporate customers.”

Alberto Gonzalez, Head of Product Development UK Global Transaction Banking, Santander UK
Referring to Finacle solution for Cash Management Transformation
Operational Excellence and Risk Mitigation

Managing operational indexes and risks in the agile, open payments era

The payments value chain is seeing steady disruption with new players and differentiated business models creating new orders – the common denominator being significant plays by the latest digital interventions such as advanced analytics, robotic process automation, artificial intelligence, and blockchain.

The only way traditional banks can stay in the game is by adopting these tools and business models. Those that renew the existing payments technology landscape and innovate into the new will end up with agile processes, higher efficiencies, better customer experiences, and on the winning side.

Finacle’s Approach

- Offers traditional automation levers such as rule-based STP and open APIs to automate integration and enable seamless information flows.
- Leverage enterprise-wide process engines to orchestrate business processes and enhance automation.
- Parametrization to flexibly define enrichment and payments order processing rules as per customer needs.
- Accelerate operations by applying a native robotic process automation tool.
- Deliver AI-driven automation through the knowledge-based artificial intelligence platform, Infosys Nia.
- Automate inter-organizational processes through blockchain based permissioned networks for international payments.
- Support multi-tenancy on a single instance of application, infrastructure and database, enabling banks to centralize operations or create regional hubs across multiple countries, time zones and languages.
- Build comprehensive risk management capabilities with embedded analytics, pre-built payments use cases and dashboards for actionable insights into business performance.
Extensive automation opportunities to significantly boost efficiency, reliability and operational excellence

**Traditional Automation Levers**
- Rules based STP
- Open APIs driven automation
- Business process management and workflow capabilities

**Robotic Process Automation**
- Automate repetitive and rule based human processes
- Cognitive automation through Infosys Nia

**Inter Organization Automation**
- Blockchain powered private, permissioned networks for payments and trade finance
Experience that speaks for itself

We build winning partnerships with clients

Global solution built on the experience of servicing 1.05 billion customers, estimated to be nearly 16.5 percent of the world’s adult banked population.

- **100** Countries
- **1.05 billion** Consumers
- **81,560** Branches
- **1.3 billion** Accounts

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

Industry leading solution

- Rated as a leader in IDC MarketScape: Worldwide E2E Corporate Banking Solution Providers 2019
- Rated as a leader among Payment Hub solutions by Kapronasia in their research titled ‘2018 Asia Pacific Vendor Landscape: Payment Hubs’
- Rated as a leader in The Forrester Wave™: Digital Banking Engagement Platforms, Q3 2019
- Rated as a leader in The Forrester Wave™: Global Digital Banking Platforms, Q3 2018
- Rated as a leader among digital banking in “Ovum Decision Matrix: Selecting a Digital Banking Platform,” 2019

Industry recognitions for Finacle solutions and transformation programs

- Infosys Finacle recognised with “Best Digital Banking Technology” award at Banker Middle East awards 2018
- Infosys Finacle recognised with “Most Innovative Technology Provider” award at Banker Africa - East Africa Awards 2018
- Infosys Finacle recognised with Best Blockchain Deployment in Banking & Payments – Finacle Payments Connect
- Best B2B Payment Platform – Finacle Payments Connect
- Best Payments System implementation - Infosys Finacle & Qatar National Bank
- Juniper Future Digital Awards - 2018

26 | External Document © 2020 EdgeVerve Systems Limited
Join the Finacle Digital Banking Community

Are you ready to start your journey?

The digital payments revolution is on. Overcoming the disruption and keeping pace with emerging customer demands requires banks to become truly digital and to anticipate what tomorrow’s digital landscape may hold. Join the global community of banking leaders who are innovating and transforming with Finacle.

Start your journey, today.

Contact us:

www.finacle.com

finacle@edgeverve.com
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.

For more information, contact finacle@edgeverve.com www.finacle.com

© 2020 EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys, Bangalore, India. All Rights Reserved. This documentation is the sole property of EdgeVerve Systems Limited ("EdgeVerve"). EdgeVerve believes the information in this document or page is accurate as of its publication date; such information is subject to change without notice. EdgeVerve acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. This document is not for general distribution and is meant for use solely by the person or entity that it has been specifically issued to and can be used for the sole purpose it is intended to be used for as communicated by EdgeVerve in writing. Except as expressly permitted by EdgeVerve in writing, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior written permission of EdgeVerve and/or any named intellectual property rights holders under this document.