



MARKETPLACE BANKING

Are you ready for the second wave in FinTech?



Are you looking to enhance customer engagement, by providing them a truly digital, omni-channel banking experience?



Do you want to improve the way your middle-office functions by overcoming tedious manual processes and ineffective communication flow?



Do you want to get to know your customers better so that you could anticipate their needs and retain them for a more superlative relationship experience?

But are concerned about issues like:

The prohibitive costs involved in revamping your core systems

- Risks associated with legacy system replacement
- Longer Time-to-Market.

If yes, Hexaware's FinTech based Digitalization solution can help you achieve your business objectives.

Overview

Emergence of disruptive financial players and the evolving customer expectations for an enhanced digital experience are pushing modern banks to rethink their customer engagement strategies. True digital transformation for a comprehensive customer experience requires overcoming manual middle- and back- office processes, physical forms, iterative data requests and ineffective communication. Additionally, banks need to have an actionable 360 degree view of the customer that integrates profile, historical data and financial behavior. All this is possible only through efficient and well-integrated systems that leverage automation, STP and lean processes.

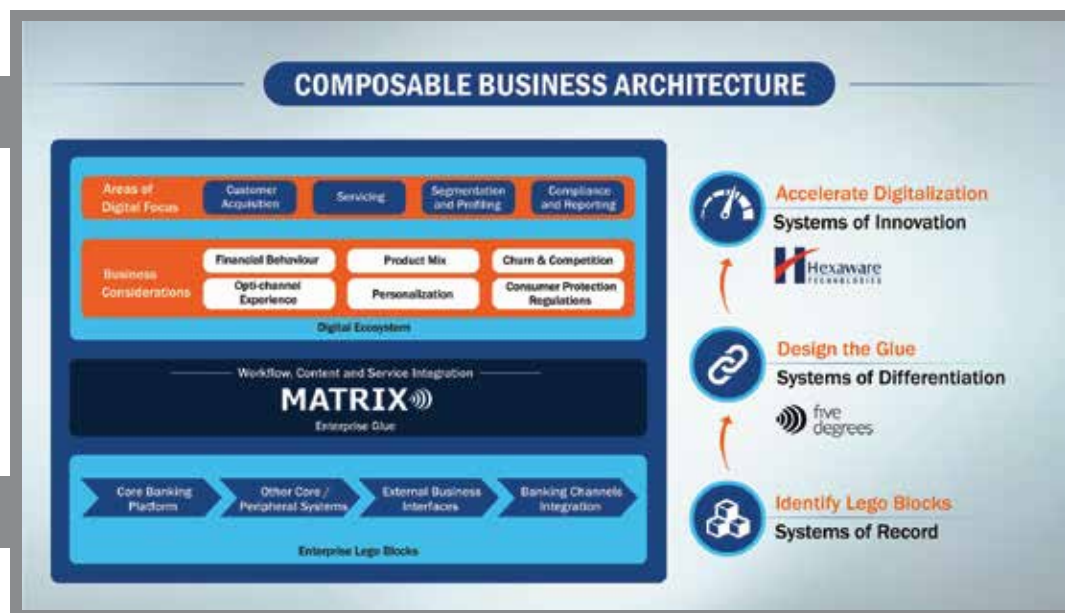
The single biggest obstacle to achieving a responsive digital ecosystem continues to be legacy core systems as processes, data and content are spread across siloed systems. The massive investment, both in terms of money and time, are major deterrents for small and medium-sized banks to revamp to new core systems supporting such initiatives. However, given the competitive landscape, one can no longer afford to play the waiting game. Banks need to act fast and find a risk-mitigating approach that could lead them to faster digitalization, without having to risk their current investments.

Our Solution

Hexaware, along with its FinTech partner Five Degrees, can help banks embrace end-to-end digital transformation by overcoming the obstacles that most core systems present. Our comprehensive and flexible solution can be implemented over any core banking platform without the need for a major revamp. Powered by Matrix at core and Hexaware's proven digitalization capabilities including design for experience, usability measurement, crowd sourced usability testing, integrated design to execution and high performance Agile development, Banks quickly obtain a 'digitally ready' eco-system, future proofed for all the evolving digitalization needs.



The solution re-imagines the enterprise as Lego blocks to maximize agility. The Bank's core systems need to function only as the Systems of Record exposing the core functionality as services. The Five Degrees digital banking platform, Matrix, acts as the enterprise glue for core systems using its 'built for banking' workflows and components. It orchestrates all processes to guide all data and content from core systems to the right gates and allows to achieve high levels of STP and automation. It thus helps build customer centric systems of innovation, while allowing middle office to function with the maximum efficiency and with a single view of the customer.



Salient features of Matrix

- Capable of connecting to any core legacy banking system
- Based on highly scalable, agile SOA architecture
- Unprecedented levels of automation and STP are achieved because of highly effective orchestration of banking processes by the BPM platform
- 360 degree view of all the customer data is obtained due to a highly flexible and well integrated CRM platform
- Future proof offerings are ensured to clients by the in-built product factory
- Lower TCO and maintenance costs
- Flexible Delivery way: on premise , private cloud or public cloud.

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Business Benefits

- Around 30% gain in Time-to-Market in enabling digital client experience for banks
- Minimal changes to core systems and processes thereby lowering the risk of transformation and protecting investments
- More than 20% reduction in Run-The-Bank costs for channel platforms
- Significant improvement in customer experience and retention.

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