

## About the Customer



A LEADING PAN INDIA  
BANK WITH GLOBAL  
FOOTPRINTS

6,081 BRANCHES AND OUTLETS INCLUDING 5 FOREIGN BRANCHES  
6,940 ATMS ACROSS COUNTRIES

OVER 8.9 CRORE  
CUSTOMERS WITH  
GOOD NUMBER OF  
FINANCIAL INCLUSION  
SERVICES BASE

OVER 63,000 EMPLOYEES

ONE OF THE LARGEST NATIONALISED BANK  
OFFERS WIDE RANGE OF PRODUCTS &  
SERVICES WITH GLOBAL REACH OF 10  
COUNTRIES



## Background

### PROBLEM

- MULTIPLE POINT TO POINT INTEGRATION REQUIREMENTS
- STAND ALONE SYSTEMS
- COMPLEX INTEGRATION PROCESS WITH GOVT. PAYMENT PLATFORM
- DEMANDING CUSTOM REQUIREMENTS OF FOREIGN EXCHANGE HOUSES
- MEETING REGULATORY REQUIREMENTS WITHIN DEFINED TIME

### NEED

- SMART MIDDLEWARE SOLUTION WITH SCALABILITY & RELIABLE
- SEAMLESS SINGLE POINT AND MULTIPLE MODES INTEGRATION WITH CBS
- ROLLOUT WITHIN MINIMAL TAT
- MEETS REGULATORY REQUIREMENTS & IT POLICY GUIDELINESS

### VENDOR SELECTION

- CORE CONSULTING AND IT SERVICES COMPANY
- HAD THE CAPABILITIES & SKILL SETS
- GOOD PROCESS UNDERSTANDING TO DELIVER SOLUTION

## The Solution



### SOLUTION

- SINGLE POINT OF INTEGRATION WITH CBS & PAYMENT CHANNELS VIA MIDDLEWARE PLATFORM
- MIDDLEWARE WITH VARIOUS PREBUILD ADAPTER FOR GOVT. PAYMENT & CHANNEL INTEGRATION
- COMMON USER INTERFACE WITH BRANCH ACCESS

### RESULT

- INCREASES PRODUCTIVITY AND REDUCES TAT ON INTEGRATION ROLLOUTS
- EASY CUSTOMISATION ON NEW INTEGRATION REQUIREMENTS
- IMPROVED USER EXPERIENCE
- SIMPLIFIES DAY TO DAY PAYMENT PROCESSING

### FEATURES

- PRE-BUILD INTEGRATION ADAPTERS WITH HANDLING OF ISO, SWIFT PAYMENT MODES
- CLOSELY COUPLED SOLUTION WHICH LEVERAGE MICROSOFT BIZTALK PLATFORM
- SIMPLE INTUTIVE INTERFACE
- VARIOUS BUSINESS MIS & TRIGGERS

## Testimonies



Prabhat Shukla

Chief Manger – IT Operations

- “CB Konnect implementation by Mindgate team has addressed our all challenges on the payment integration and made the overall process much easier with rich user experiences. My heartiest congratulations to the team.”