

Motivation

To allow customers to access banking services across delivery channels (such as ATM, internet, Tele-banking, Kiosks etc.),

Business Issues

- Maximize revenue through channels
- Improve channel productivity
- Increase channel availability (to 24/7)
- Enhance channel scope
- Accelerate speed of adding new channels
- Augment channel performance reporting
- Create channel analytics

Markets

- Retail Banking
- Retail Insurance

Our Approach/Solution

- Consulting
 - Analyze existing system & define architecture
 - Identify candidate channel for pilot implementation
- Proof of Concept & Pilot
 - Demonstrate capability for message queing and routing
 - Build layer between the 'Kiosk' and core banking
- Scope involves analysis of BPM product and building connectors to Core Banking and other back-end applications and integration to the delivery channels
- New Channels Deployed
 - Cash Depositor
 - SMS Banking
 - Mobile Top-up*
 - EBPP *

Clients

- Bank Muscat
- Bank Sohar

Results

- Over 30 % drop in cost of IT operations
- Increased speed in channel creation – SMS and Mobile Top-up
- Enhanced ability to self-manage and extend business services
- Maximized ROI from legacy applications



USA

Suite 312, Natick Office Park, 209, West Central Street, Natick,
Massachusetts 01760, USA.

Tel: (001) 508 6520001, 6520015

Fax: (001) 508 6529781

BAHWAN CYBERTEK