

Case Study



Infosys helps Axis Bank Improve Scalability of its Universal Banking Platform

Established in 1994, Axis Bank, formerly UTI Bank, is among the top 10 banks in India. It provides a whole gamut of financial services to 5.5 million customers through its 561+ branches/ extension counters and 2340+ ATMs. The bank has a sharp focus on servicing customers and leverages cutting-edge technologies to enable high service quality. It offers a complete range of retail and corporate services.

Infosys partnered with Axis Bank to enhance scalability of the universal banking application by implementing various solutions to handle workloads over two million transactions/day with 4000+ concurrent users.

Business Context

Using Finacle, the universal banking solution from Infosys, Axis Bank undertook a rigorous exercise to broaden its portfolio of financial services in India. With the increase in demand for the bank's services and explosion in transaction volumes and customer accounts, it needed a technology partnership that would seamlessly scale up existing IT systems and also help achieve business outcomes. Infosys partnered with Axis Bank to seamlessly scale up the core banking solution.

Scaling Up for the Next Generation

Axis Bank is driven by the belief that most effective IT solutions are created through a combination of knowledgeable people and right skills, backed by an aggressive business transformation plan and unwavering focus on the latest technological trends. The bank constantly improves its IT systems to meet challenges and enable smooth migration to new versions of applications.

Challenges

- Seamless scaling up of the core banking solution to handle the expected growth in business volumes, customer accounts, and transaction load over two million transactions/day with 4000+ concurrent users
- Introduction of performance governance and increase in performance awareness within the user community
- Improvement in the response time/ throughput of critical transactions

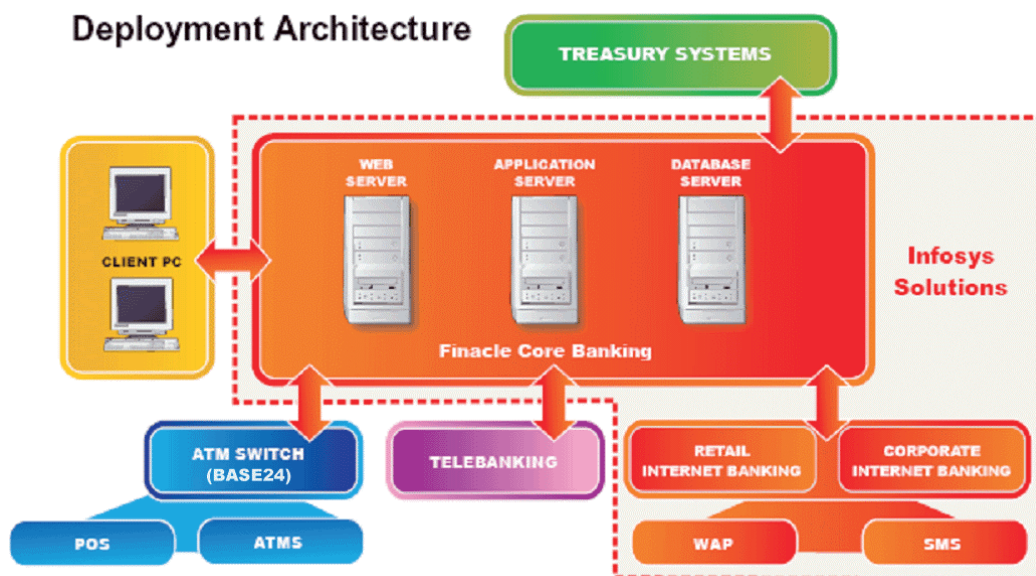
Infosys Approach

Infosys partnered with Axis Bank to resolve the current performance issues faced by the bank. The following broad-level activities were carried out:

- Review of the transaction load, user profiles, usage patterns & key critical transactions to enhance scalability of the application considering the bank's future business growth requirement
- Analysis revealed many potential areas for performance improvements:
 - Parameter tuning, customized code improvements, and process related improvements
 - Oracle DB/OS migration
 - Database partitioning
 - Redefining server deployment architecture and reconfiguring storage subsystem

These improvements were rolled out in a detailed strategy/planning phase to reduce impact of downtime.

Finacle - Universal Core Banking Solution



Benefits to Axis Bank

- **Increased performance** - With this engagement, 20%-25% performance improvement was observed across all the bank's servers with sub-second response time for frequently used OLTP transactions.
- **Greater product availability and scalability** – This engagement significantly improved scalability of the universal banking platform and it is expected to enable Axis Bank to handle future growth requirements, increase availability and reduce maintenance cost.
- **Increased ROI & lower TCO** – Infosys' comprehensive and structured approach helped the bank simplify its operational and maintenance processes, resulting in increased ROI and reduced total cost of ownership for the product.

Client Testimonials

“ We had availed of the PT Serv services provided by Infosys to fine-tune the Finacle application considering our system architecture and the customizations that were deployed. With their experience and knowledge on their application, we were driving at improving the system and database efficiency. This exercise enabled a 20%-25% improvement in performance. ”

Rajeev Panikath
Vice President (IT), AXIS Bank Ltd.



For more information, contact askus@infosys.com

About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

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