

Finacle

Application Development and Maintenance

OVERVIEW

Banking business leaders, concerned with succeeding in a brutally competitive global marketplace, are compelling their IT executives to continuously demonstrate the business value of technology. The unrelenting pressure is to also improve flexibility and agility to support changing business needs.

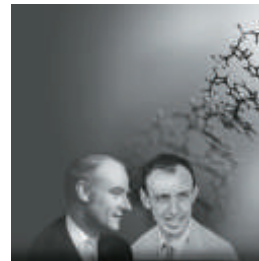
To address this mission, banks need well-crafted application development and IT maintenance strategies, supported by mature management processes. It is critical to align IT direction with the business strategy. This means taking stock of the various legacy applications, consolidating IT infrastructure and re-evaluating maintenance costs. A technology-led transformation partner, with expertise both in the domains of banking and technology, can prove invaluable for banks seeking to deliver on this agenda.

Finacle Application Development and Maintenance

Finacle application development and maintenance services are designed to offer banks the freedom and cost-efficiencies of reliably outsourcing the maintenance and enhancement of Finacle solutions. Aimed at maximizing the functionality of Finacle, these services ensure that the bank's solutions evolve as its business does.

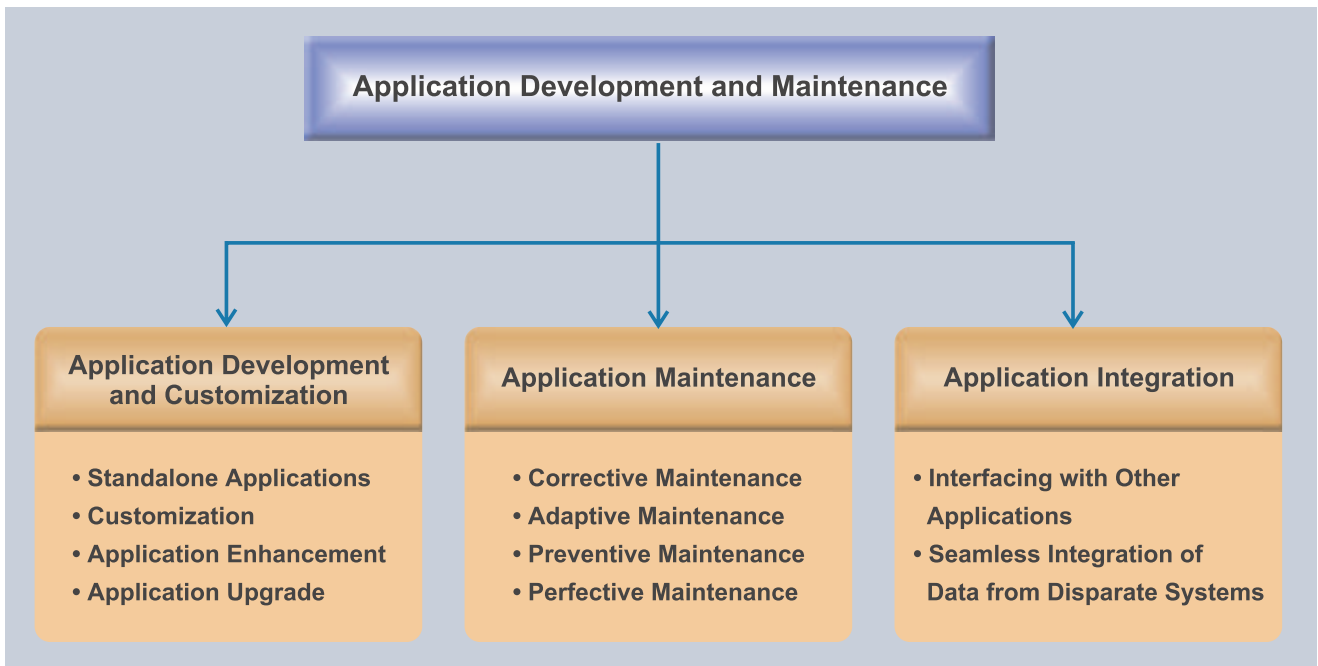
The services can be categorized as:

- Application development and customization
- Application maintenance
- Application integration



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Functional Architecture



Key Offerings

Application Development

Develop new applications that a bank requires to transact business efficiently, in a continuously changing business environment. These applications may function in the standalone mode or interfaced with other applications in the bank's IT ecosystem.

Application Customization

Customize, enhance and upgrade existing IT applications in the bank's environment to gear the bank with a flexible infrastructure, which can scale with growing requirements.

Application Maintenance

Corrective Maintenance

- Incident Management
Consistent processing of incidents arising from day-to-day operations to restore normal service operation in the shortest span of time, significantly minimizing business impact.
- Problem Management
Managing and tracking issues impacting service. It also entails identifying work arounds, determining long term solutions and meaningfully interpreting data aggregated to define preventive solutions.
- Coordination with Finacle Global Support
Seeking technical, architectural and functional information from Infosys Global Support Centre for optimal speed of issue resolution.

Adaptive Maintenance

- Application Performance Tuning
An iterative process to systematically identify, tune and eliminate bottlenecks in the Finacle suite of applications till it meets defined performance objectives.
- Business Impact Analysis
Assessment of the impact of a change in the technical or business environment on the Finacle suite of applications and preparation of contingency plans to mitigate the impact of the identified issue.

Preventive Maintenance

- Trend Analysis
Trend analysis and planning to maximize service efficiency and identify potential problem areas, before critical business operations are interrupted.
- Documentation to Prevent Recurring Errors
Documentation of errors frequently committed by users in the course of day-to-day operations with the recommended procedures to prevent their recurrence.
- Application Monitoring
Periodic monitoring of Finacle application services to detect and respond appropriately to problems.
- Service Level Management
Planning, coordinating, drafting and monitoring Service Level Agreements (SLAs) to ensure that the benchmarked service quality is maintained and gradually improved.

Perfective Maintenance

Proactive restructuring of the IT platform to ensure easy and long term maintenance. It entails analysis of the application portfolio and recommendations for modernization of legacy systems with state-of-the-art, 'light weight' alternatives.

Application Integration

Analyzing, developing and implementing interfaces for Finacle with other applications to ensure seamless interaction between Finacle and other business critical modules.

Business Benefits

Enhanced Delivery Confidence with Predictable Time-to-market, Lowered TCO and Improved ROI Resulting from:

- Enhanced service levels through best practices and robust system infrastructure
- Strategic differentiation and operational superiority created from managing the Finacle suite of solutions in a manner that provides greater business value
- Higher availability of Finacle solutions and reduced downtimes on mission critical modules
- 20 percent – 35 percent reduction in operational costs
- Proactive monitoring of key performance criteria and de-risking the service delivery model for robust operations
- Enhanced adaptability of solutions to changing market trends and new market



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