

Finacle

Consumer e-Banking Solution



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BUSINESS OVERVIEW

With banking customers growing increasingly comfortable with the digital lifestyle, their expectations from financial service providers have undergone a significant transformation. They fully understand the power of technology and seek to leverage it to enjoy better control over their banking operations. Foremost on their list of demands is an easier and faster means of conducting banking transactions, supported by a unified real time view of their banking relationships.

Faced with these emerging demands, banks are aggressively exploring the means to deploy a significant part of their branch services through the Internet. They are seeking newer avenues to make banking services available anytime, anywhere for the customer. Increasing security risks are also driving banks to invest significantly in making their electronic offerings secure.

What banks need today is a new-generation electronic banking solution built on open architecture, with robust security features that provide true relationship banking functionality. The need of the hour is for the solution to meet not just current business requirements but also be scalable and flexible to meet the changing demands of the retail customer.

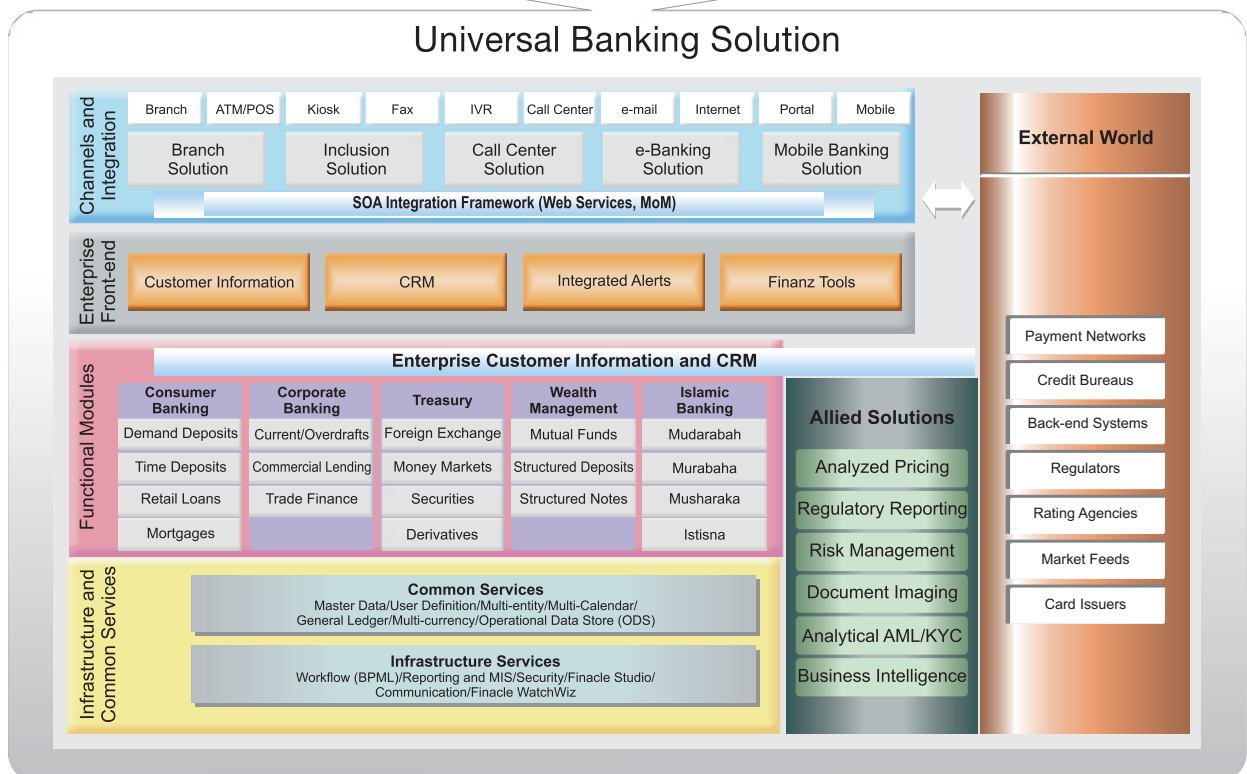
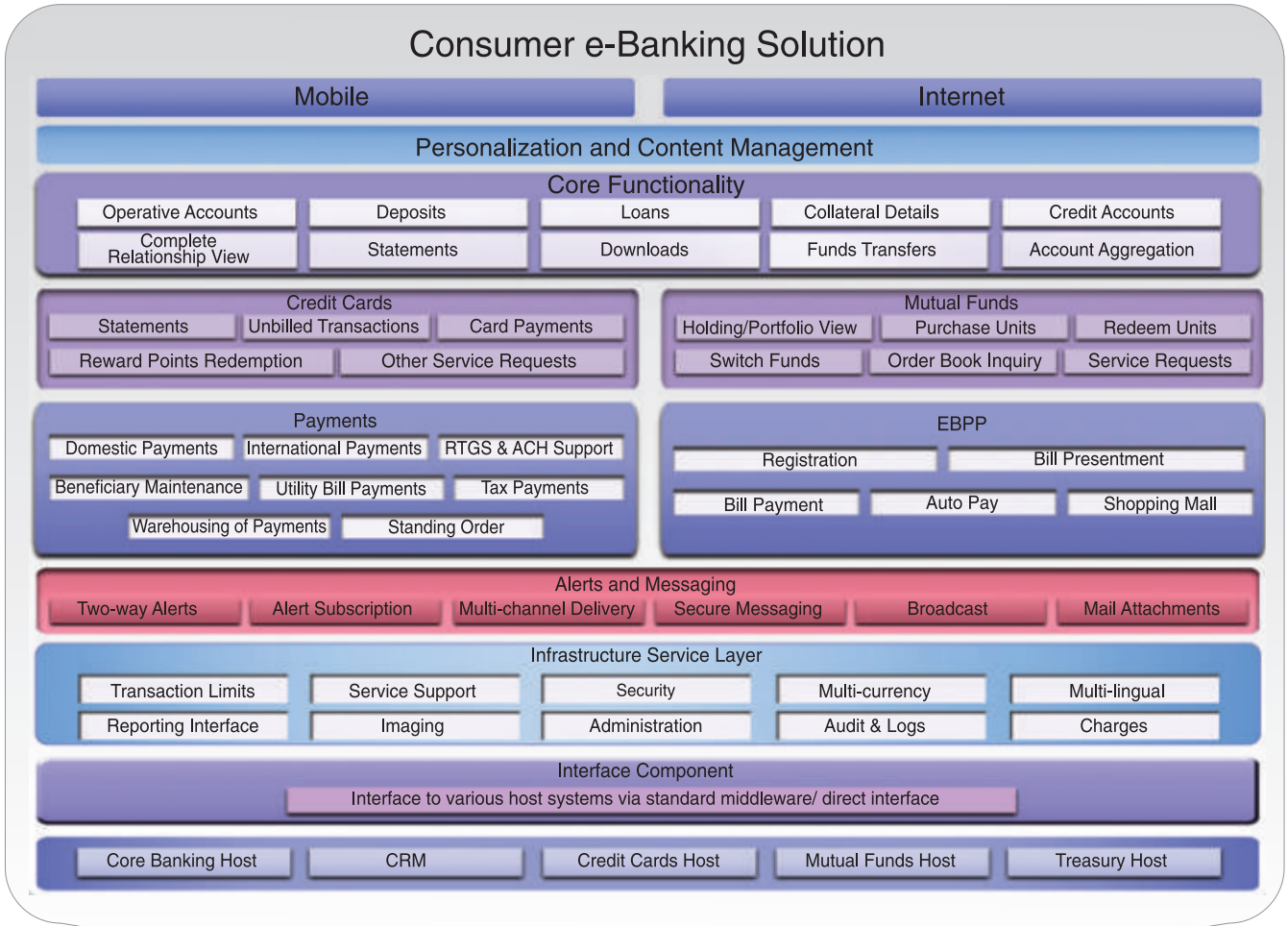
Finacle Consumer e-Banking Solution

Finacle consumer e-banking solution is a proven Internet and mobile solution for retail banking customers. Built on new-generation technology, it provides a single unified view of the customer's many relationships with the bank. The solution provides high flexibility for customization and robust security features.

This solution can be interfaced with any core banking solution directly or through an industry standard middleware. It provides banking customers real time access to their relationships with the bank, such as account inquiries, fund transfers, credit card and mutual fund payments and remittances. It enables them to make payments to individuals or institutions, and other general payments on-line. It also has a powerful Electronic Bill Presentment and Payment (EBPP) module, designed to help customers make their utility bill payments. In addition, the powerful Finacle alerts solution provides two-way multi-channel alerts.

Built on industry-standard platforms J2EE and .NET, the solution is platform independent. It is also highly secure and supports different authentication mechanisms.

Functional Architecture



Key Modules

Core

The core module addresses functionality related to accounts and transactions performed by a customer, such as inquiring on details of all accounts, intrabank funds transfer and account aggregation. The module supports the following:

- Savings and checking accounts
- Loan accounts
- Deposit accounts
- Account aggregation
- Funds transfer

Payments

This module helps the bank support multiple payment networks such as ACH, SWIFT, CHAPS and CHIPS for customers to make payments on their network. The infrastructure also enables the solution to extend and support other domestic and international networks. The module supports the following:

- Beneficiary maintenance
- Domestic payments
- International payments

Credit Cards and Mutual Funds

These modules support the display of credit card or mutual fund information, and their respective transactions. Apart from supporting inquiry of current statements or holdings, the solution also enables the customer to initiate various service requests. The module supports the following:

- Credit card account information and reporting
- Reward points management
- Credit card transactions
- Mutual funds information and reporting
- Purchase and sale of units
- Systematic investment and withdrawal plans

Electronic Bill Payment and Presentment (EBPP)

This module is designed to help customers make their utility bill payments. It empowers the customer to create or modify the list of payees, inquire on transactions and schedule payments. The solution also presents the convenience of paying bills through multiple channels. The module supports the following:

Key Modules

- Support for presentment and non-presentment
- Inquiry on bills
- Bill payment
- External and internal shopping mall interface

Alerts

This module empowers customers to subscribe and receive alerts on multiple channels such as e-mail, SMS, voice, fax and Internet. It enables the customer to subscribe to alerts and choose a delivery channel. The module also allows the customer to set preferences for alerts and configure 'do not disturb' timings. The module supports the following:

- Personalized alerts
- Alerts from multiple back-end systems
- Batch or real-time alerts
- Alerts digest

Security Features

Finacle addresses all aspects of Internet banking security, at both the transmission and application levels. Transmission security

resolves issues of mutual authentication, message privacy and integrity with the help of SSL, which supports RSA public key cryptography. Application level security addresses the issues of restricted access, non-repudiation, replay attacks, session management and the overall security of the application. Key features include:

- Application security and control features, including comprehensive auditing
- Digital certificate and digital signature support
- Separate password to authorize transactions
- Limits on transactions initiated over Internet
- Time-out after period of inactivity
- Multi-factor authentication

Mobile Banking

The solution empowers banking customers with access to services through SMS and browser-enabled handsets. It has been interfaced with Infosys mConnect, the indigenously developed enterprise middleware, which handles the multiplicity of form factors and access mechanisms on multiple devices to provide a context-

Key Modules

agnostic view to the transaction server. This enables the bank to support multiple devices without expending additional development effort.

Additional Features

Finacle consumer e-banking solution also supports the following infrastructure and interface features:

- Loan and deposit calculators
- Internal secured mail
- Service request infrastructure
- Imaging support
- Multi-lingual support
- Relationship manager functionality
- External CRM interface
- Interface to reporting software such as Crystal Reports

Business Benefits

Improved Cross-Sell Framework

The solution offers a unified view of the customer, allowing single-point access to all the relationships the customer has forged with a bank, including mutual funds, insurance and credit cards. The customer-centric architecture enables banks to launch a one-stop financial portal for its customers. This effectively supports true relationship banking, providing a robust framework for cross-sell opportunities.

Business Agility

Built on industry standard platforms J2EE and .NET, the solution provides banks with tremendous flexibility to extend its product portfolio and customize the solution according to requirements. The architecture of the solution enables banks to write business rules once and deploy them anywhere, add new rules, modify existing ones or integrate them with other applications seamlessly. All this enhances agility of operation, helping banks identify new opportunities and roll out new products.

Robust Security

The solution offers extensive application security features and provides a robust framework to integrate with specialized security software. This enables the bank to offer products that are highly secure and geared to withstand the onslaught of security threats around Internet transactions.

Customer Delight

With the growing popularity of mobile devices, banks can offer the convenience of anywhere anytime banking, using WAP or SMS. Customers can query on account balances and make fund transfers. Banks can also proactively send timely information to customers in a completely secure environment, whenever a customer-defined event occurs. The solution's self-service capabilities empower customers to manage their banking activities better. Additionally, subscription-based alerts ensure that a customer receives requisite information through the preferred channel. This leads to greater convenience and enables better monitoring of banking transactions in real time.



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