Banking

Enabling 24x7 Secure, Scalable Banking and Compliance for a Leading UAE Bank

One of the largest banks in the UAE, serves millions of users across 19 international markets through retail, corporate, and investment banking. As its digital footprint expanded across ATMs, forex rates, and third-party integrations, the bank faced challenges such as transaction glitches, latency spikes, and gateway failures. These issues affected real time payments, online banking, and introduced chargebacks, reconciliation delays, and added regulatory complexity.

Infosys partnered with the client to deliver a comprehensive cybersecurity transformation aimed at simplifying IT operations and enabling secure digital banking growth. By embedding Zero Trust principles, leveraging automation, and implementing proactive risk remediation, we minimized business risk and established robust preventive and detective controls across critical systems. This transformation strengthened the bank's cybersecurity posture, safeguarded financial data, ensured service continuity, and created a resilient foundation for future digital innovation.

Cyber Consulting & Advisory	Identity and Access Management	Cloud Security	Data Protection and Privacy	Governance, Risk and Compliance
Infrastructure Security	OT Security	Vulnerability Management	Threat Detection and Response	Managed Security Services

Key Transformation Highlights:

Identity and Access Management

2,750
user access managed, including employees, contractors, and third-parties

180+
siloed identity management applications unified

37,000+
redundant access rules rationalized, minimizing unauthorized access risk

40%
reduction in manual efforts by automating password management for privileged accounts

Infrastructure Security

220+
firewalls upgraded with centralized security controls

94%
reduction in manual intervention by automating firewall analysis

60%
reduction in operating costs through cloud optimization

40%
reduction in administrative overhead by replacing legacy system

440+
database monitoring managed for data confidentiality, integrity, and availability

95%
applications maintained on disaster recovery infrastructure, supporting
100% uptime

Governance, Risk and Compliance

GDPR, PCI DSS
compliance achieved

100%
compliance maintained during change windows

Vulnerability Management

2,998
servers scanned and **~1TB** logs analyzed daily to detect unauthorized changes and prevent downtime

11.5%
reduction in backlog infrastructure vulnerabilities with risk-based prioritization

79%
IT risk vulnerabilities remediated by fixing misconfigurations, updating asset records, and optimizing rules and policies