

CASE STUDY

# AI-powered Digital Bank Accelerates into the Future with Infosys Finacle: Core Banking Transformation in Just 100 Days



# A pioneering digital bank in its region

The bank is UAE's first fully licensed, AI-powered digital bank. The Bank was established in 2022 with a vision to revolutionize the world of finance through innovation and the adoption of Artificial Intelligence and Blockchain technologies. The Bank's stated purpose is to enable innovators, leaders and pioneers to unlock new opportunities with the help of these capabilities.

Today, the bank offers client-centric solutions that bridge the gap between Traditional Finance (TradFi) and Decentralized Finance (DeFi), to empower corporate, institutional, fintech, and wealth clients in the U.A.E. and other countries to prosper in the digital economy. As an all-digital bank, the bank offers the speed and innovation capabilities of a new-age provider with the security and trust of a longstanding banking institution.





## The need for transformation: **Keep pace with evolving opportunities**

The bank recognized the importance of a modern, scalable and flexible core banking platform to keep up with a rapidly evolving banking industry. Unfortunately, the Bank's legacy core banking system was preventing it from innovating, scaling, and seamlessly integrating with modern financial ecosystems, and also from responding quickly to new business needs.

The Bank decided to shift to a cloud-native/cloud-agnostic, microservices-based, API-first core banking system, targeting outcomes including accelerated product rollouts, enhanced digital channels, seamless customer experiences, adoption of DevOps and automation to improve developer productivity, and better security, compliance, and operational efficiency. However, there were several challenges in its way, including migration complexity, and data integrity and reconciliation issues. Further, the bank wanted to complete the transformation with minimal disruption to its operations and customers.

# Transformation **excellence at speed**

The Bank decided to partner with Infosys Finacle for the transformation, to leverage Finacle's cutting-edge technologies, modern engineering practices, and market-leading capabilities. It was a complex implementation involving migration of the Bank's existing client financial data, as well as integration with digital channels and other core banking systems. But in one of the fastest core banking transformations, the bank and Infosys Finacle successfully completed the migration within 100 days, fulfilling all the targets, including improvement in operational efficiencies, system resilience and customer experience.

This was possible because of a meticulously structured, phased transformation approach that leveraged Finacle's modular, API-driven capabilities to ensure smooth integration with existing applications. Also, parallel workstreams ensured adequate focus on priorities, such as core banking transition, data migration, digital channels, and compliance.

## **The implementation employed best-in-class technologies and techniques including:**

- **Automated CI/CD Pipelines:** Full automation using GitHub actions ensured seamless code deployment.
- **Shift-left Testing:** API testing with Postman and service testing before integration reduced late-stage defects.
- **Cloud-native Deployment:** Hybrid cloud hosting ensured scalability, availability, and security.
- **Real-time Monitoring and Observability:** Grafana, Loki, and Prometheus enabled proactive issue detection.
- **Minimal Customization:** Finacle's BIAN-compliant APIs avoids unnecessary complexity.

## **Apart from being one of the fastest migrations, the implementation was notable for the following:**

- Seamless data migration and reconciliation, with zero data loss and high accuracy.
- Agile and DevOps-driven execution, enabling continuous integration and deployment.
- Enhanced automation, including automated end-to-end testing, deployment pipelines, and monitoring.
- Minimal disruption to customers, thanks to business continuity being maintained throughout the migration process.



# Infosys Finacle checks all the boxes

An industry-leading, modern, composable core banking platform, Infosys Finacle delivered all the capabilities that the bank wanted in its new core banking solution. Microservices-based architecture enabled modular and scalable banking services. Finacle's cloud-native and cloud-agnostic deployment aligned with the Bank's infrastructure strategy. A mature API gateway and Open API standards facilitated seamless integrations, while out-of-the-box BIAN-standard APIs minimized customization and accelerated deployment. A secure-by-design approach was embedded right at the architecture stage.

**Finacle Corporate Lending Solution:** The bank utilizes the Finacle Corporate Lending Solution Suite, a comprehensive, cloud-native solution that supports the entire loan lifecycle across multiple customer segments. The solution's ability to manage the entire loan lifecycle—from origination to servicing—ensures that corporate customers can seamlessly integrate their loan arrangements with their broader treasury management activities. These solutions can be closely aligned with the bank's transaction banking services, such as cash management and escrow services, offering a comprehensive financial package that supports the client's entire business operation

**Finacle Deposit Suite:** The Finacle Deposit Suite, another key solution at the bank, is a cloud-native, microservices-based platform that offers extensive parameterization, product bundling, and reusable business components. The suite's automation capabilities help streamline account operations, reducing manual processes and improving efficiency. The platform's multi-entity capabilities further accelerate innovation and enhance the bank's deposit and account management services.

**Finacle Customer Data Hub (CDH):** The bank leverages the Finacle Customer Data Hub to create unified, comprehensive customer profiles that are securely accessible throughout the organizational ecosystem. The Finacle CDH seamlessly integrates with front-to-back applications, ensuring data consistency, interoperability, and enabling collaboration at speed and scale. The Finacle Customer Data Hub (CDH) is essential to the bank's vision of becoming an AI-powered digital bank, playing a critical role in enhancing its offerings. By creating unified, comprehensive customer profiles from multiple data sources, Finacle CDH enables personalized banking experiences and improves AI-driven decision-making across services like cash management and future looking wealth management offerings.





## Harnessing the Power of Cloud: **Finacle on Microsoft Azure**

To support its vision of becoming digital-first, the bank chose to deploy on the cloud, choosing Microsoft Azure as its preferred cloud platform. Infosys Finacle's cloud-native banking solutions, deployed on Microsoft Azure, provided the bank with a high-performing, scalable, and secure foundation.

By leveraging Microsoft cloud technology, Bank's team will be free from managing many traditional and often tedious banking functions, making a lean workforce feasible. Choosing Microsoft Azure will provide them with a high-performing, scalable, and secure foundation upon which to build the bank of the future. Automated daily routine tasks will also allow employees time for more value-adding work. In addition, lower capital and operational expenses will allow the bank to offer customers highly competitive banking products - a key differentiator in a competitive market.

Microsoft has two data centers in the UAE—one in Dubai and one in Abu Dhabi— this meant that the bank would have active connectivity and immediate recovery from one site to another. Azure was the key enabling tool for the bank's lean team to effectively run a secure, effective banking operation, traditionally staffed by hundreds or even thousands. Building the bank on an established, open, and flexible cloud computing platform accelerated its time to market.

Another major benefit of having their applications on the cloud is the ability to replicate them in just a few hours. This gives the bank the opportunity to potentially offer new services, such as banking-as-a-service, or a SaaS kind of solution, to other companies. Combining Finacle's Corporate Banking Solution suite with the Microsoft Azure Cloud Adoption Framework allows the bank to rapidly launch new, innovative services.

# Readying for the future

The transformation delivered significant benefits to the bank within a short span of time. Automation increased operational efficiency and reduced manual intervention by 30 percent. The Bank was able to launch new financial products 50 percent faster than before. Seamless transaction processing assured 99.9 percent system uptime. A combination of automation and cloud-native efficiencies trimmed IT costs by 25 percent, even as security and compliance improved thanks to Infosys Finacle's real-time monitoring and proactive threat detection capabilities.

Several qualitative benefits also accrued, including improved customer experience, complete with faster transaction processing and digital banking enhancements. Even developers enjoyed better experiences due to platform engineering and DevOps automation. The Bank gained business agility, enabling faster responses to regulatory changes and market demands.

What's more, the transformation has enabled the bank to stand out in the market, and not just for its record-breaking migration speed: this is evident in the positive feedback from customers, a higher Net Promoter Score (NPS), and the Bank's stronger digital presence and reputation within its financial ecosystem. This initiative not only demonstrates the bank's commitment to innovation but also showcases the power of Infosys Finacle in enabling successful transformations.

Migrating to Infosys Finacle has positioned the bank to execute its plans for the future, including accelerating the rollout of new innovative products, integrating Blockchain and digital assets, expanding AI-driven banking, enhancing open banking by leveraging Finacle's Open API framework to integrate with fintechs, and strengthening security protocols by deploying advanced monitoring tools. With this transformation – achieved with the latest cloud-native, microservices, and API-driven capabilities – the bank has cemented its reputation as a true digital-first financial institution.



## Why we exist

To inspire better banking so that billions of people and businesses can save, pay, borrow, and invest better.

## How we do it

Our solutions and people help banks to engage, innovate, operate and transform better, so that they can improve their customers' financial lives, better.

## What we offer

A comprehensive suite of industry-leading digital banking solutions and SaaS services that help banks engage, innovate, operate and transform better.

Finacle is an industry leader in digital banking solutions. We are a unit of EdgeVerve Systems, a wholly-owned product subsidiary of Infosys (NYSE: INFY). We partner with emerging and established financial institutions to help inspire better banking. Our cloud-native solution suite and SaaS services help banks engage, innovate, operate, and transform better to scale digital transformation with confidence. Finacle solutions address the core banking, lending, digital engagement, payments, cash management, wealth management, treasury, analytics, AI, and blockchain requirements of financial institutions. Today, banks in over 100 countries rely on Finacle to help more than a billion people and millions of businesses to save, pay, borrow, and invest better.



For more information, contact [finacle@edgeverve.com](mailto:finacle@edgeverve.com)

[www.finacle.com](http://www.finacle.com)

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