



CASE STUDY

Core Banking Technology Transformation at Banco Azteca

Future-Proofing Growth with Finacle's Scalable, Composable Core Banking Suite

About the **Bank**

Banco Azteca, a prominent mid-to-large-sized financial institution headquartered in Mexico, is widely recognized for its commitment to financial inclusion and its expansive footprint across Latin America. Serving both retail and corporate customers through an extensive branch network, the Bank offers a broad spectrum of financial products, from microloans to digital banking solutions. As part of its strategic vision to scale operations and enhance its customer value proposition, Banco Azteca embarked on a large-scale core banking transformation aimed at modernizing its technology foundation, driving agility and innovation, and delivering a seamless digital-first experience to its clients.



Need for the Transformation

The Bank undertook a core banking transformation as part of a larger strategic initiative to meet evolving business objectives. The program's scope was broadened to include the end-to-end modernization of the bank's product and service ecosystem, positioning the institution for long-term agility and growth. While the core banking transformation remained a central pillar, the expanded scope and the need to fundamentally transform operating models and ways of working significantly influenced the overall transformation timeline. Moreover, as the financial ecosystem evolved toward API-based integration and Open Banking, Banco Azteca required a platform capable of supporting these new age demands. The need for improved resilience, seamless digital integration, and consistent service delivery, without disruption, prompted the bank to future-proof its core technology through a phased, risk-mitigated transformation.

Banco Azteca outlined a focused set of transformation goals aimed at ensuring long-term success and continuity:

- Create a flexible product factory to rapidly design, modify, and launch products without heavy development
- Enhance time to market and operational efficiency
- Modernize technological architecture for scalability and resilience
- Address evolving needs of both Corporate and Retail banking
- Facilitate integration with digital channels and third-party applications
- Ensure operational continuity and risk mitigation during migration
- Enable a seamless, zero-friction migration experience for end customers



A Trusted Transformation Partner for Complex Ecosystems

A key reason for Banco Azteca's decision to engage with Finacle was the need for a proven, trusted technology partner capable of managing a highly complex transformation at scale. The bank was looking for a platform that brought in rich functional breadth and depth. To be future ready, the bank would also benefit from Finacle's composable banking platform that is built on the foundations of a 100% open architecture, embracing true microservices architectural principles. The bank's core banking modernization effort involved re-architecting an ecosystem comprising over 1,000 functional processes that had to be reconnected and reorchestrated within the new platform. This required deep domain expertise, robust methodology, and flexible technology that could support such complexity while ensuring minimal disruption to business continuity. Finacle enabled the Bank to -

Agile-led Discovery and Delivery

The bank pivoted to an Agile methodology with iterative releases and structured discovery sessions at the start of each sprint. These collaborative sessions brought together business and technology stakeholders to define processes, finalize technical designs, and agree on solution proposals. This iterative model significantly reduces time-to-value, enabled rapid course corrections, and accelerated delivery momentum.

Multicore Middleware for Seamless Migration

To mitigate the risks of a "big bang" migration, the bank deployed a multicore middleware layer that allowed legacy and new cores to run in parallel. This enabled phased migration of clients and accounts, ensuring smooth transitions while minimizing operational and reputational risks.

End-to-End DevSecOps Enablement

To ensure governance, transparency, and efficiency across the project lifecycle, the bank looked forward to utilize DevSecOps practices.

This combination of trusted partnership, comprehensive capability of Finacle Core, proven transformation methodology with risk mitigation, and advanced technology platform positioned Finacle as the ideal enabler for Banco Azteca's modernization journey ensuring not only successful execution but also long-term strategic alignment.

The Bank sought to implement Finacle Corporate Lending, Deposits, Payments solutions and CIF.

Implementation Journey

Banco Azteca adopted a phased implementation strategy to ensure smooth transition and minimal risk. The front-end integration layer allowed the legacy and Finacle's core systems to coexist supporting uninterrupted customer service. In the middleware layer, business rules were decoupled and restructured to enable parallel operation, facilitating controlled data flow and orchestration across platforms. The back-end deployment of Finacle was configured to deliver full product and service capabilities, enabling end-to-end transformation readiness.

Migration planning emphasized precision and client experience. Accounts and customers were migrated in defined cohorts, using a zero-impact approach that ensured continuity of service. A robust data validation and reconciliation framework was deployed to uphold integrity and transparency during the move. As more customer transactions shifted to Finacle, the legacy core was gradually decommissioned. Access was limited to operational and archival purposes, with data older than ten years earmarked for long-term storage. This well-orchestrated process ensured stability while modernizing the bank's core foundation.



Transformation Outcomes

Banco Azteca's core banking transformation with Finacle unlocked significant business value by enabling faster innovation, seamless customer engagement, and efficient operations. The flexible, API-first platform empowered rapid product launches, personalized services, and resilient scalability, strengthening the bank's competitive edge.



ENGAGE BETTER

Zero-Friction Migration Experience for Customers

The bank's phased migration strategy ensured a smooth and invisible transition for customers. Clients experienced no service interruptions, preserving trust and delivering a consistent experience throughout the transformation.

Expanded and Personalized Product Offerings

Post-migration, Banco Azteca was able to quickly roll out a broader range of products tailored to individual and business needs. This enhanced the bank's ability to serve diverse segments with relevant and timely solutions.

Improved Customer Journeys and Digital Experience

Customers benefited from enriched user interfaces, faster transaction processing, and improved self-service capabilities. The transformation significantly enhanced the overall customer experience across digital and physical channels.

Strengthened Market Position through Customer-Centric Innovation

By delivering more relevant products and seamless experiences, Banco Azteca improved client satisfaction and deepened loyalty. This helped reinforce its competitive positioning in Mexico's banking landscape.



OPERATE BETTER

Resilient and Scalable Technology Foundation

The modernized core architecture delivered by Finacle enhanced the bank's ability to scale operations seamlessly while ensuring high availability and system resilience especially critical in a high-volume retail environment.

Faster Processing and Improved Operational Efficiency

Branch-level independence in end-of-day processing reduced batch run times and improved turnaround. This operational optimization translated into faster internal workflows and quicker service delivery.

Secure and Accurate Data Migration

Migration was supported by strong validation and monitoring frameworks, ensuring data integrity and reducing operational risk. Real-time reconciliation helped the bank maintain control and visibility during the transition.

Accelerated Delivery through DevSecOps and Agile Practices

By embracing modern delivery methodologies, including DevSecOps and Agile, the bank improved software quality and reduced release cycles, enabling faster rollout of features and updates.

Stronger Governance with Enhanced Controls

Operational governance was reinforced through features like client-level blocking and detailed transaction logging. These capabilities supported compliance, audit readiness, and overall system control.





INNOVATE BETTER

Faster Product Innovation with a Flexible Product Factory

The deployment of Finacle's configurable product engine enabled Banco Azteca to rapidly design and launch new financial products without the need for custom development. This accelerated product development lifecycle enhanced the bank's ability to respond to changing customer demands and market dynamics.

Launch of Differentiated Financial Offerings

The bank introduced innovative offerings such as overdraft lines linked to term deposits and multi-layered subaccounts, significantly increasing personalization and utility for customers across both retail and corporate segments.

Agile Ecosystem Integration through API-first Architecture

With Finacle's API-driven design, Banco Azteca seamlessly integrated with digital channels, fintech partners, and third-party platforms. This open architecture empowered the bank to co-create services, accelerate go-to-market initiatives, and stay ahead of innovation curves.

Safe Innovation with Multicore Coexistence

Finacle's middleware-enabled multicore coexistence allowed innovation to continue even during migration. This parallel operation of legacy and modern cores provided a stable environment to introduce new capabilities with minimal risk.

Banco Azteca's core banking transformation, powered by Finacle, marks a strategic inflection point in the bank's growth journey. By transitioning to a flexible, scalable, and API-first core platform, the bank has positioned itself to lead with innovation, deliver superior customer experiences, and operate with greater agility and resilience. The phased, zero-friction migration strategy ensured continuity while unlocking the full potential of the new platform. With its future-ready architecture, Banco Azteca is now equipped to accelerate its digital agenda, expand its product portfolio, and strengthen its leadership in Mexico's dynamic financial services sector.



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.

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