

CASE STUDY

Emirates NBD Achieves Data Localization Compliance in KSA with Finacle's Cutting-edge Core Banking



About the Bank

Established in 2004, Emirates NBD is the first UAE based bank in the Kingdom of Saudi Arabia (KSA) currently operating across 8 branches that will expand to 24 branches nationwide. This is the group's largest banking operations outside the UAE. The bank offers a fully-fledged range of retail, SME, corporate and treasury services targeting various business segments as well as investment services. The bank's products and services are offered through the support of various digital banking platforms.





Meeting the **Data Localization Mandate of SAMA**

Under a tightening data sovereignty landscape, the Saudi Arabian Monetary Authority (SAMA) now known as The Saudi Central Bank adopted a data localization policy in 2020. Version 3.0 of the Framework which is the latest version, mandates that business entities that process government data must ensure that such data is processed and stored on local/in-country data centres.

In order to comply with SAMA on their data localization mandate, Emirates NBD KSA needed to do the following to ensure a successful roll out within the stipulated timeframe:

- End-to-end migration of Emirates NBD's Finacle core banking to the Oracle Cloud Platform (OCI) and host it in the KSA region. This was earlier installed and run in the on-prem UAE data centre.
- Containerization of Finacle for Emirates NBD KSA to benefit from features like data portability, scalability, enhanced data security and resource efficiency.
- Improve timings for patching.
- Ensure the ability to seamlessly activate a vast number of changes at once.

Innovative Implementation of an **Advanced Technology Platform**

With the latest version of Finacle core banking solution, the bank stands to benefit from an advanced technology platform:

- **Cloud-native/cloud-agnostic:** The solution deployed on a private, public, or hybrid cloud. Finacle applications run in a containerized environment orchestrated by Kubernetes, and supports all leading cloud environments, such as AWS, MS Azure, Google etc.
- **Open API:** All the solution capabilities are exposed through APIs enabling the bank to easily connect and co-innovate with customers, partners, and the extended developer ecosystem. Web-hooks are available to enable seamless connectivity and offers event-driven data interactions.
- **Componentized Design:** Finacle's componentized structure allowed the bank to choose the bank's specific business priorities and modernization strategy
- **Robust Security:** Finacle offers the bank a robust security foundation protecting the infrastructure, data, and application layers. Finacle solutions are compliant with leading security standards.
- **Massive Scalability:** The bank benefits from the Finacle core banking solution as it is proven for high availability and performance. The suite supports horizontal, vertical, and functional scalability
- **Designed for Ubiquitous Automation:** The solution offers the bank Realtime straight through processing, driven by rules, APIs, and events
- **Data & Analytics:** The solutions embedded real-time analytical capabilities provides the bank contextual, personalized experiences on all channels and devices
- **Multi * Capabilities:** The bank also stands to benefit from Finacle's multichannel, multi-entity, multi-currency, multi-byte/multi-lingual, and multitime zone capabilities to support operations in all major geographies.

Finacle Enables **Auto Scaling and Resource Efficiency** Inspite of **the Complexities**

Containerization is the secret sauce to enterprise mobility and hence Infosys Finacle containerized the entire core banking solution (CORE/CRM/SVS).

As the Finacle applications run in a containerized environment orchestrated by Kubernetes, which is supported in all cloud environments and lends a cloud-neutral deployment approach to enable functional and horizontal scalability.

The outcome was a highly scalable application capable of auto scaling and resource efficiency.

The project was complex as the existing core banking system had numerous touchpoints in the bank ecosystem. Some of the biggest challenges that were overcome were:

- Handling of the entire change in-house, combined with the restriction of no code change at the application level.
- Integration of containerized Finacle with the other touch points like TIBCO/NiFi/Control-M/CDC/EDP.
- Conversion of the database to pluggable.
- Management of key systems that were still operating from on-prem UAE at the time of Finacle Go-Live.

This was an innovative solution as this was being attempted by any bank in-house for the first time and to bring up the application with this architecture in 3 months was a commendable effort from the team.



Taking Core Banking to the Public Cloud

The Core banking solution was successfully rolled out on Containers on the Oracle Cloud Platform hosted in KSA. This complex project was executed with high collaboration between IT and business, with no major issues post going live.

With this roll out, Emirates NBD KSA also became the first entity for the group, UAE to take core banking to a public cloud.

Forging Ahead with **Future-Ready Technology Architecture**

The bank reaped multiple benefits from the detailed and well-planned implementation of the latest Finacle core solution.

- **Compliance met with a containerized instance:** Emirates NBD's core banking application is successfully running on a completely containerized instance. Emirates NBD KSA has been able to comply with SAMA's data regulatory requirement in the stipulated timeframe.
- **Reduced time-to-market for new products:** The bank now has flexible product factories with comprehensive parameterization and reusable business rules to accelerate product development and delivery.
- **Driving deeper customer engagement:** The bank can now harness the power of data-led insights to deliver frictionless customer experience. With Finacle, the bank has a unified customer view across product lines and geographies. Bank teams can now anticipate and design customer-centric products. Finacle also offers the bank embedded analytics capabilities backed by unique engagement architecture that helps build contextual, personalized experiences across channels and devices.

- Stable core systems drastically reduce customer complaints.

- Significant reduction in resolving customer queries at the branch and call centre, with user-friendly UI/UX and information access through the application.

- Finacle's extensive open APIs allow the bank to tap their partners' innovation capabilities and complementary offerings, to create fresh revenue streams.

- Significant reduction in resolve the customer queries at the branch and call centre due to easy-to-use UX/UI and information accessible via the app.

- **Operational efficiency:** The bank has seen a significant efficiency boost post implementation

- Zero downtime in patch deployment

- Auto-log monitoring is now predictive, and AI-based.

- Auto-scalability of application instances is now possible

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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