

Finacle Payments Suite

Unlocking new possibilities
in digital and real-time
payments world





The future of payments is digital, and real-time

Digital economies, 'electronification' of payments, cross-border e-commerce, positive global transaction banking outlook, open banking-driven payments innovations, and new interventions from market infrastructures are all creating new orders in the payments business landscape.

The payments industry continues to evolve rapidly. Changing consumer behaviors and affinities have mainstreamed mobile commerce. The growing influence of real-time payments, with its intrinsic attributes such as ease of tracking and better transparency, is turbo-charging digital commerce dynamics. Further, digital currency initiatives from regulatory bodies and payments industry leaders are setting the stage for new breakthroughs in the foreseeable future.

In the wake of the bold moves by non-bank players to build non-traditional business models fostering faster, frictionless, cheaper, and secure payments, incumbents will need to reimagine their payments strategies to remain competitive and relevant.

The rapid strides influencing the payments dynamics

The digital living

>50%

of world's population will use mobile wallets by 2025

The digital commerce expansion

\$9.04Tn

estimated market value of digital commerce globally in 2027 (4 yr. CAGR 2023-27 - 10.65%)

The digital currency plans

130 Countries

Representing 98% of global GDP are exploring CBDCs

Source : Study on mobile wallets by Juniper Research, 2021 | Digital commerce statistics, Statista | Survey of Central Banks by Bank of International Settlement, 2021

Many banks are struggling to keep pace

Digital transformation enables banks and FIs to adapt to a rapidly changing business environment. However, most banks are not ready, or equipped, to change.

The biggest reason is legacy IT, ridden with complexity and cost. Even today, most banks have disparate payments systems for different payment schemes, inconvenient product silos, and inefficient manual processes that together drain resources and inhibit both scale and convergence across the payments value chain.

The situation invariably impacts business performance and outcomes. For example, there is sluggishness in adopting new payment rails. Inadequate readiness for open payments and ecosystem innovation hampers growth. Ineffective tracking and monitoring of payment transactions increases security risk and compromises customer experience.

Moreover, banks' lack of readiness for cloud-led propositions results in them spending large sums of money on infrastructure maintenance and support, rather than on strategic business initiatives.

Payments business propositions stifled



Subdued openness to enable digital payment overlay services



Inability to participate in contemporary product lines such as BNPL



Barriers holding back innovative business models such as embedded finance, Payments-as-a-Service



Inadequate data capabilities to harness and monetize real-time digital payment insights

The time to accelerate **payments modernization is NOW**

To stay relevant and thrive in the digital economy, it is imperative for banks to reimagine their payments technology foundations without delay. For this, an enterprise view, encompassing the following five virtues, is essential -

- **An open platform** which brings together a host of APIs for fostering collaboration, enabling participation in open payments ecosystems, and driving innovation.
- **A scalable platform** that helps banks prepare for burgeoning digital payments volumes, accelerating the creation of complementary payments capabilities.
- **A unified platform** that processes payments originating from multiple business divisions, and is fully agnostic to payments instruments, originating channels, hosting modules, and payment networks.
- **A real-time platform** that offers comprehensive real-time processing capabilities and out-of-the-box connectivity to leading real-time rails for agile adoption.
- **A cloud-native platform** that supports infinite scaling, and offers rich data processing, real-time insights-driven capabilities, enabling banks and FIs build customer-centric innovations.

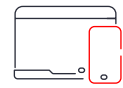
Five important virtues to consider



An open platform



A scalable platform



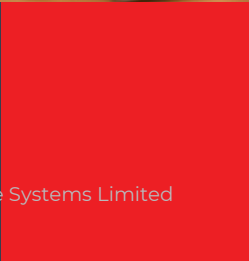
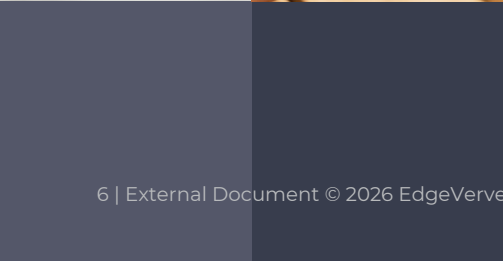
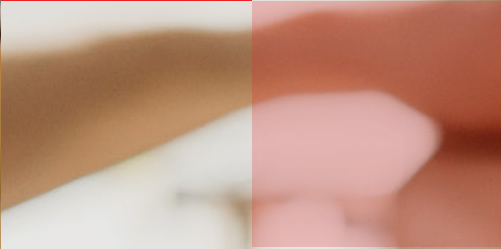
A unified platform



A real-time platform



A cloud-native, innovation-centric platform



Introducing Finacle Payments Suite





Introducing Finacle Payments Suite

A truly digital, real-time platform to accelerate your payments modernization journey

Finacle Payments Suite helps banks successfully transform and modernize their payments landscape to deliver real-time, frictionless payments experiences – anytime, anywhere.

Built on a modern architecture, the componentized suite has helped banks and payments-focused financial technology companies around the world to reimagine their business with digital technologies to drive new revenue streams. The solution leverages emerging technologies, such as advanced analytics, blockchain and AI to offer impressive benefits to banks and their clients.

The suite includes –

1

Finacle Payments

An open and cloud native microservices driven enterprise payments platform built leveraging ISO 20022 standards and on real-time foundations, empowers the financial institutions to enhance the customer proposition with value-added services and tailored payments offerings.

2

Finacle Message Hub

An open and cloud native microservices driven enterprise message transformation hub that processes financial and non-financial messages in real-time, regardless of originating source and format.

3

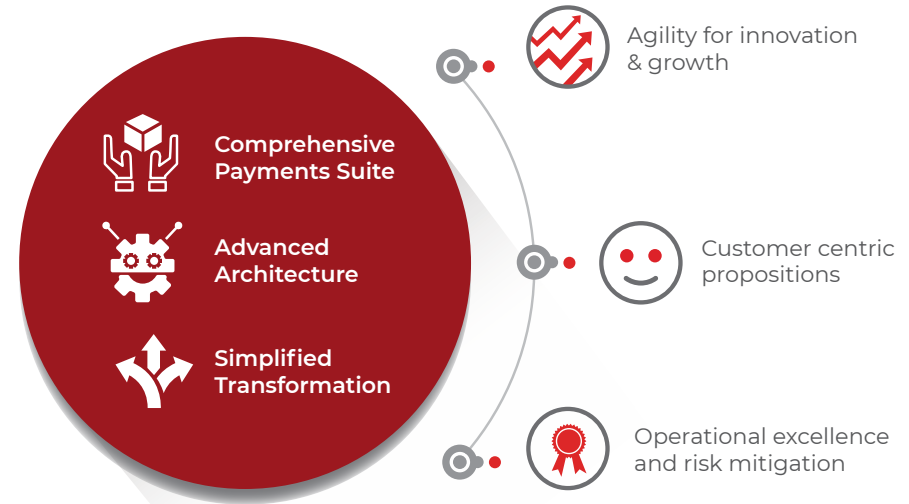
Finacle Payments Connect

The blockchain-based payments solution, brings all partners on a single, trusted distributed ledger, simplifies global payments processes and enables banks to provide a frictionless experience across all relevant transaction areas.

Our Promise

The comprehensive, componentized suite of solutions, built on an advanced architecture, offers the following propositions -

- Empower banks and financial technology companies with the agility they need for continuous innovation and accelerated growth in a digital payments world.
- Provide a robust platform that offers end customers nuanced, contextualized payment services in the open, real-time payments market.
- Enable extensive automation, straight through processing and operational excellence, along with comprehensive risk mitigation.





Comprehensive, componentized payments suite

Future-proof your payments strategy

Digital technology is shaking up the payments competitive landscape, and real-time payments initiatives are gaining momentum. Evolving market infrastructure and open banking paradigms are fueling the market with new propositions for both consumer and corporate segments.

To keep pace, banks must modernize their legacy systems with a robust digital payments platform packed with the latest capabilities.

The Finacle Payments Suite is designed for emergent market requirements. It gives banks a real-time payments platform, with the agility and scalability to respond swiftly to changing needs. Further, a blockchain solution empowers banks to build futuristic propositions, while a modular message hub solution helps them manage financial and non-financial message transformation with ease.

With Finacle, banks can deploy a comprehensive payments engine with rich business functionality that can be delivered on all channels. No matter how big or complex the business, Finacle can give it a firm foundation of functional capability, architecture and delivery readiness.

Finacle Payments Suite

Provides real-time, frictionless payments experiences anytime, anywhere

Own channels

Branch, Online, Mobile, Wallet,
Social, Wearables...

APIs led distribution

3rd party apps, FinTechs, Partners, Clients,
Other Financial Institutions

Open APIs

Finacle Payments

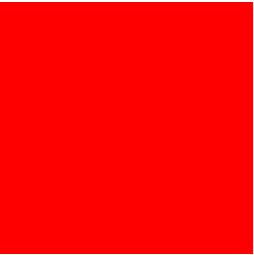
An enterprise payments services hub for **traditional rails** – ACH/RTGS/SWIFT and emergent payment rails – Real-time, instant, or faster payments

Finacle Message Hub

An enterprise class message transformation **engine** built leveraging ISO 20022 standards to simplify messages management

Finacle Payments Connect

A blockchain based enterprise solution to simplify global payments processes and provides frictionless experience



The **Real-time Payments platform** from Finacle has rich functional capabilities

Advanced functional architecture that empowers you to do more

Finacle's platform is built for truly real-time propositions. It manages the end-to-end lifecycle for all types of payments, regardless of instrument, originating channel, hosting module or payment network.

The solution is built leveraging ISO 20022 standards to deliver seamless interoperability across various global and local payment networks – be it real-time, instant, or faster.

The platform's multi-entity capabilities empower financial institutions to centralize payments across local and international subsidiaries to gain unrivalled business efficiencies. Built on a layered architecture,

the payments hub is componentized to deliver future-proof and robust payments processing capabilities.

What's more, the platform supports both assisted channels (branch or relationship manager on the move) and unassisted channels (online/mobile banking) and delivers a host of APIs for a truly digital payments experience.



Key highlights – Functional architecture



The **payment core services layer** performs the core business processing that includes various services such as business validations, enrichments, compliance checking, exception handling, suspense and repairs, mandates management, FX processing, accounting postings and intelligent routing.



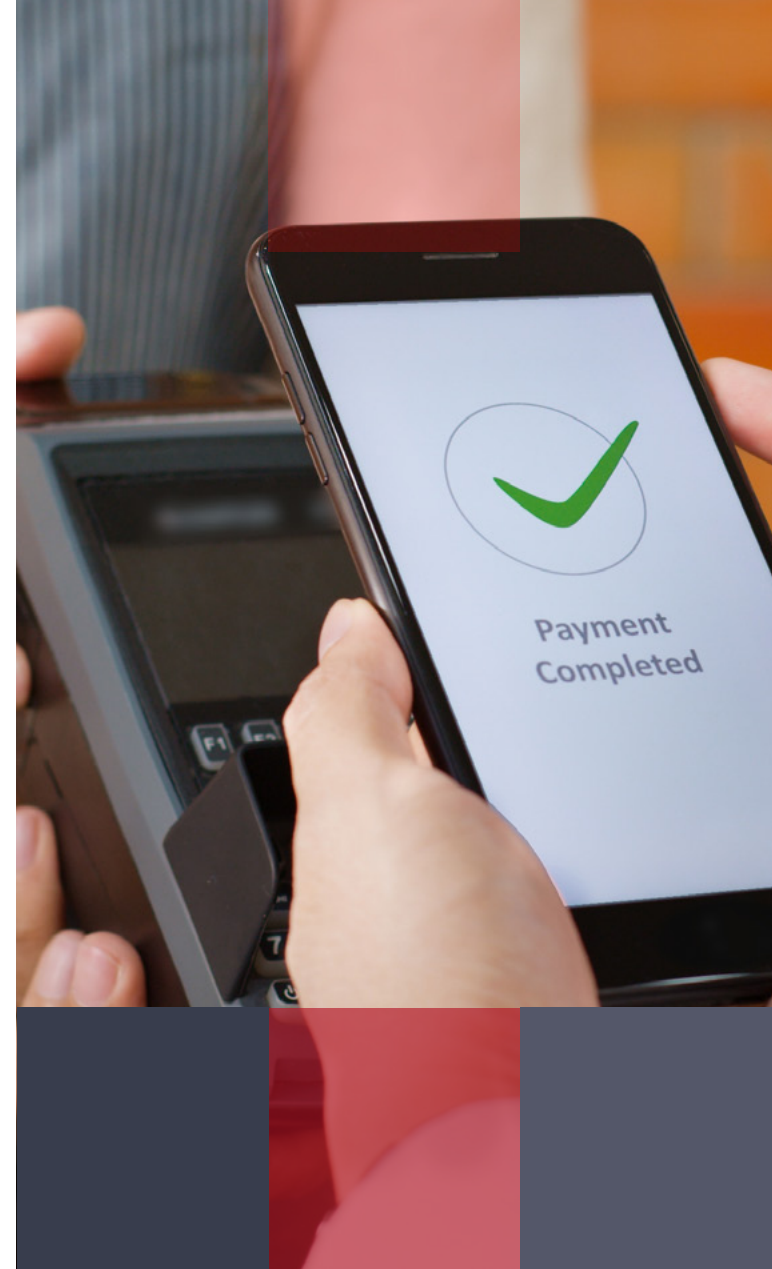
The **master data layer** maintains all the necessary data elements related to payment schemes, network directories, repositories related to SLAs, business rules. It also provides extensive configuration capabilities for fees and charges.



The **infrastructure layer** provides a suite of services for rules maintenance, single sign on management, notification management, audit management, event queue handling and more. The messaging component is isolated from core business processing; thus, any change in the messaging standards would require updates only in the message structure. This enables financial institutions to adapt to emerging standards rapidly without altering their core business processes.



The **message processing layer** includes rich features related to templates and mapper management, key services for message acquisition, matching and reconciliation and transformations. This layer has standard format library, provides for file format definition, and comprehensively supports hybrid file management, while also fulfilling file authentications.



Case study

Leading Middle-eastern bank

Payments Innovation with Finacle Payments

The bank has business operations in more than 31 countries in Middle East, Africa, Asia and Europe. With the rapid growth of real-time payments and a 2023 mandate from the Qatar Central Bank, the bank aimed to stay at the forefront of innovation by rolling out instant payments for its customers.

Finacle implemented its next-gen Finacle Payments platform for the bank, delivering a fully composable solution that transformed the bank's payments infrastructure. Leveraging the platform's advanced features and microservices-based architecture, the Finacle team quickly developed and integrated new instant payments rails tailored to Qatar's specific requirements.

The platform's composable nature allowed for rapid customization and deployment, enabling the bank to go live with instant payments in March 2024, in less than three months. This swift implementation underscores the banks' dedication to innovation and exceptional customer experience within the dynamic financial landscape. With Finacle Payments, the bank now offers real-time, frictionless payment experiences that provide customers with the convenience of anytime, anywhere transactions.





Key services

Domestic payments

Offers support for the processing of low value real-time and near real-time payments systems such as NEFT, FPS, SPEI, SIC IP, CA RTR, AU NPP, IMPS, UPI and other local payment schemes through product configuration.

Likewise, processing high value domestic payments covering inward and outward credit transfers and direct debits. Solution supports Automated Clearing Houses (ACH) systems such as SEPA, NACH and other local payments schemes through product configuration. Solution supports SWIFT, and RTGS payments systems such as NG-RTGS and other local payments schemes through product configuration. Also provides for processing bulk payments covering inward and outward credit transfers and collections

International payments

Supports processing of international payments in foreign and domestic currencies on payment networks, such as NACHA and SEPA. It offers the infrastructure to maintain the correspondent banking relationship in terms of Nostro/Vostro accounts maintenance, charging agreement setups and routing agent bank maintenance.

Exception and investigation management

The native exception and investigation management service is designed

to manage the end-to-end exception management lifecycle. Offers out-of-the-box support for SWIFT exception and investigation services, based on ISO 20022 XML messaging standards.

Key services include:

- Request for cancellation
- Request for Recall
- Unable to apply
- Request for modification
- Claims non-receipt

Flexible rule based processing supports auto – closure, auto-retrigger, SLA tracking.

Compliance management

Provides support for anti-money laundering (AML), OFAC and blacklist checks. The response handling is automated and payment transactions failing compliance are marked into a unified suspense processing queue for appropriate action by business operations.

Suspense management

Facilitates suspense processing for transactions with exceptions, failed validations and screening requirements. It offers single window control to users to effectively manage such transactions through multi-level referral and queue management capabilities.



Key services

Repairs

Provides support for payment repairs. Provides pre-built use cases across categories such as customer information repairs, payment information repairs, etc. The intelligent service auto-corrects the erroneous information based on inbuilt cases or triggers enrichment processing as necessitated.

Enrichments

Provides comprehensive data enrichment at multiple levels, such as customer data and payments transaction data. Enrichment processing is auto-triggered and fully customizable with a pre-configured set of rules. Beyond standard requirements that can be fulfilled by rule-based data enrichments, the solution also offers a native RPA engine to meet non-standard yet repeatable data enrichment requirements.

Customer and payee alias resolution service

Offers resolution of aliases such as MMID, Proxy Id, based on internal configuration. Alternatively, provides resolution through external API from central data bases during payment processing.

Validations

Supports auto-validation of the payment transaction records for accuracy in account and payment scheme information. Account format/account validity checks, IBAN related checks, balances maintained and amount limit checks, along with validations for various clearing system attributes, applicable SLAs are performed. Critical validations are further processed by compliance management services.



Key services

Intelligent routing

A host of configurable parameters to set routing rules at different levels, such as bank, customer segment or individual customer, is available. Preset rules are available for configuring routing decisions for the payment gateway and clearing category as well as service level agreement category. Basis the overlays/overriding and final routing decision, all relevant pricing and fee structures are applied. The deterministic algorithms take into consideration factors such as amount, cost, or time required for settlement to provide the most optimal routing decision.

File management

Offers the facility to maintain customer-specific multiple file formats for corporate customers. It automatically identifies the file format and does the necessary parsing and validations. It also gives a unified view of all files and payments and monitors the status of all the payment files uploaded and the payment orders created.

Template management

Offers support to configure templates for payment messages or files in any format. It provides the flexibility to rapidly configure templates to support new payment schemes and allows quick message upgrades.

Network directory infrastructure

Provides the infrastructure to manage the network directories for different payment schemes. Performs online network directory validations and enrichments to improve Straight Through Processing (STP). It allows multiple directories per payment scheme and supports both incremental and full upload of the network directory file.

The solution empowers business users to set up services for various requirements such as credit transfers, customer payment transfers, payment returns and recalls, debit authorizations, customer/inter-bank collections, contests and dishonor management, balance checks, accounting and posting services, FX processing, fees and charge management, matching, warehousing and reconciliations, and limits breach management.



Case study

A Global Bank Initiates Payments Transformation Around the World

The bank, one of the largest financial institutions in the United States and the world, offers Retail, Small Business, Corporate, and Institutional customers a full range of banking, investment management, risk management and other financial services. Its international operations in 35 countries include a significant presence in South-East Asia, where the Bank aspires to be the leader in corporate & institutional banking. The bank wanted to implement a global payments engine in key markets and stay in step with industry trends, such as changing customer expectations and real-time payments.

The Bank chose Infosys Finacle for its strong credentials, including componentized multi-layered architecture, real-time payments capabilities, multi-country implementation experience, and track record in corporate core banking and treasury transformation. Bank chose Finacle's Payments Engine, which is fully cloud native and cloud first application.

Finacle offered an enterprise-class payments services hub built on ISO 20022 standards and a real-time foundation that enabled the Bank to

offer value added services and tailored payments offerings. An open platform brought together a host of APIs for seamless collaboration with open payments ecosystems. Other strengths included high scalability to manage large transaction volumes, and being fully agnostic to payments instruments and networks, originating channels and hosting modules.

The Indonesia RTP (Real-Time Payments) system, also known as BI FAST (Bank Indonesia Funds Transfer System), for making immediate fund transfers between participating institutions, was implemented leveraging Finacle Payments. By eliminating settlement windows and supporting round the-clock real-time payment processing even on weekends and holidays, it offers customers greater speed, convenience, and flexibility in their financial transactions. Last but not least, Indonesia RTP reinforces the Bank's reputation as a modern and customer-centric institution. The bank has gone live in all faster payment rails in Hong Kong and cross border rails in Hong Kong on Finacle Payments.

The Bank also embarked on a strategic initiative to extend its presence across Europe. Key to this was the implementation of SEPA (Single Euro Payments Area) Instant, a system for cross-border payments standardization. With SEPA ICT Real-Time Payments, customers can send and receive payments in Euros in real-time across the participating European countries. Starting with payments initiation, funds are credited to the beneficiary account in less than 10 seconds.

In Aug 2024, the Bank successfully launched the Switzerland Interbank Clearing Instant Payments (SIC IP) and with this launch not only enabled instant payments but also introduced key innovations to enhance the payment experience, one of the most notable being the adoption of QR IBAN (International Bank Account Number) payments. Unlike traditional IBAN transactions, QR IBANs allow individuals and businesses to make payments by scanning a QR code linked to a special IBAN. This feature is particularly beneficial for corporate customers managing multiple business units, as it enables more efficient payment handling.



Finacle Payments Connect

Transform your payments business with blockchain

Finacle Payments Connect is a blockchain-based solution to digitize and automate international payments operations among corresponding banking relationships. The solution minimizes complexity and cost, by bringing all corresponding partners on a common unified, trusted, distributed ledger-based ecosystem.

With its real-time bi-directional messaging on a distributed ledger, the solution radically reduces the processing time. Rich-data attachments with payment instructions allow pre-disclosure of the required information, helping avoid failures and errors.

The solution is completely agnostic to the underlying distributed ledger technology and works with all the major platforms including R3 Corda, Hyperledger and Ethereum.

By leveraging blockchain technology, banks can build an intra-group payments network or curate an inter-banking network with other corresponding banking partners participating in cross-border payments. The solution also allows banks to drive their ecosystem platform strategy forward with a payment-as-a-service offering to create a white-labeled payment network in strategic business corridors.

Payments network between corresponding banks

ENBD and ICICI case story



International remittances in **36** seconds

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Finacle Payments Connect – Key features

Real-time transfers – Instant, on-demand, real-time transfers and payments. The bi-directional messaging capability on a distributed ledger radically reduces the processing time for payments across business partners to real-time.

Improved transparency and traceability – Ability to track granular transaction status and view Nostro/Vostro balance in real-time.

Improved transactions visibility – Single operational dashboard to track macro as well as micro level transaction flows. The platform gives participating banks complete visibility into payment flows across the value chain. Banks get the opportunity to offer connectivity to their clients to improve transparency.

Low reconciliation time – Significantly lower reconciliation time due to automated processes and improved transparency.

Messaging capabilities – Comprehensive pre and post transaction messaging capabilities.

Rich transaction pipes – Rich transaction pipe allowing transfer of documents in addition to messages. Rich data attachments with payment instructions allow pre-disclosure of required information to mitigate failures and errors.

Multiple remittance models supported – Pre-funding, nostro-based, tokenized value transfer and agency banking.

High automation and STP – Digitization, automation and straight through processing (STP) across the inter-organization payments process ensures high efficiency.

Low operational costs – Indirect costs incurred due to legacy messaging systems, reconciliation and tracking processes are minimized with automation. Simplification of the system and protocol landscape lowers maintenance costs.

Fewer host-to-host connections – Eliminates the complexity, effort and cost of maintaining host-to-host connections. The solution brings all corresponding payment partners together on a common distributed ledger-based ecosystem ensuring connectivity and direct communication.

Reimagine your payments strategy

Pre-funding 

Nostro-based 

**Finacle
Payments
Connect**

 Tokenized value transfer

 Agency banking

Case study

ICICI Bank remittance-as-a-service network

Network between bank, its international subsidiaries, partner banks, and clients

ICICI Bank, a leading private sector bank in India, has enabled remittance as-a-service among its partner banks in global strategic corridors. The bank has set up captive networks with its subsidiaries and offers a “landing hub” to partner banks and exchange houses, enabling them to fulfill transactions even in countries where they do not have a presence.

The landing hub receives remittance requests from various partner banks – typically small institutions – and forwards them to the appropriate international office for further action.

Partner banks need not invest in any hardware and can plug and play with the “Landing Hub” to do trade and send remittances to any location within the subsidiary network where ICICI bank operates.

Resetting remittance indexes for the digital world

Drive speed and agility | Optimize cost |
Unlock new revenue generation opportunities



7+ Landing hubs in strategic corridors

Finacle Message Hub

Simplify financial and non-financial message management

Finacle Message Hub is an enterprise-class solution designed to transform financial and non-financial message management capabilities of banks and financial institutions. The solution enables them manage end-to-end message transformation lifecycle and process financial and non-financial messages (and files) regardless of interfacing systems, formats and originating channels.

Designed leveraging ISO 20022 standards, the hub delivers seamless interoperability across varied banking and financial systems. The componentized solution is core agnostic and offers extensive interfacing capabilities with other enterprise systems-internal as well as external.

Reimagine your message transformation strategies



Drive seamless corporate onboarding and servicing

No barriers in new client acquisition
Reduced onboarding time
Enhanced customer stickiness



Achieve speed to market for emerging industry shifts

Readiness for new external interface messaging requirements
Agility in reporting and compliance management



Reduce Opex in financial messages management

Isolation from core business processing
Rules driven configurations, through simple UI



Finacle Message Hub – Key Features

Message Acquisition – Monitors the incoming messages/files and prepares them for the end-to-end message transformation lifecycle. It automatically identifies the message/file format and also provides a unified view of all acquired files/messages. .

Authorizations – Provides for multiple authorizations such as sender authorizations, message (or file) format authorizations. Also supports encryption-decryption based authentication, digital signature verification.

Validations – Supports validation of the incoming financial messages/files. The validations are auto-triggered and follow a defined sequential processing flow, based on the configured rules. Format and syntax checks, de-duplication checks, aggregate validations, and limit validations are supported.

Enrichments – Backed by extensive interfacing capabilities, supports data enrichment at multiple levels, such as customer data and business function-specific transaction data. Enrichment processing is auto-triggered and fully customizable with a pre-configured set of rules.

Message transformation – Stores the messages in the as-is format, de-bulks and parses them before routing them for the necessary transformations. Based on the input file format, a relevant interim ISO20022 conversion is made. The applicable template is chosen and mappers applied to arrive at the desired format for downstream consumption.



Finacle Message Hub – Key Features

Message grouping – Supports grouping of messages/files for transformation and transfers, with the option of batch processing.

Scheduled transmissions – Supports setting up of schedules for transforming and transmitting the files/messages to downstream systems. Scheduled transmissions are auto-triggered. For exception requirements, re generation or re transmission is possible..

Matching and reconciliations – Supports comprehensive status tracking during each stage of the message (file) transformation lifecycle and provides confirmations for easy reconciliation. The event history helps track the detailed steps performed during transformation.

Standard formats library – Offers support to configure templates for messages or files in any format. Provides the flexibility to rapidly configure templates to support new message formats and also allows quick upgrades. Maintaining customer-specific multiple file formats for corporates' unique requirements is also possible. Several industry standard templates are available out of the box, such as SWIFT MT, SWIFT MX, NACHA, SEPA, ISO20022, ISO8583. Standard conversions such as SWIFT MT to SWIFT MX is possible

Onboarding services – Enables the definition and confirmation of new corporate clients and fulfills the message transformation requirements for their feeds. Specific templates, mappers and other transformation requisites are set up with configurable parameters.

Multi-directional notification feeds

Supports event-based real-time notification feeds to alerting engines. Notifications for multiple instances, such as receipt of incoming messages/files, processing of messages/files, downstream transmission initiation, and downstream receipt confirmations, are possible. Supports file/API-based feeds and can be fully customized to corporate-specific formats.

Information dashboards

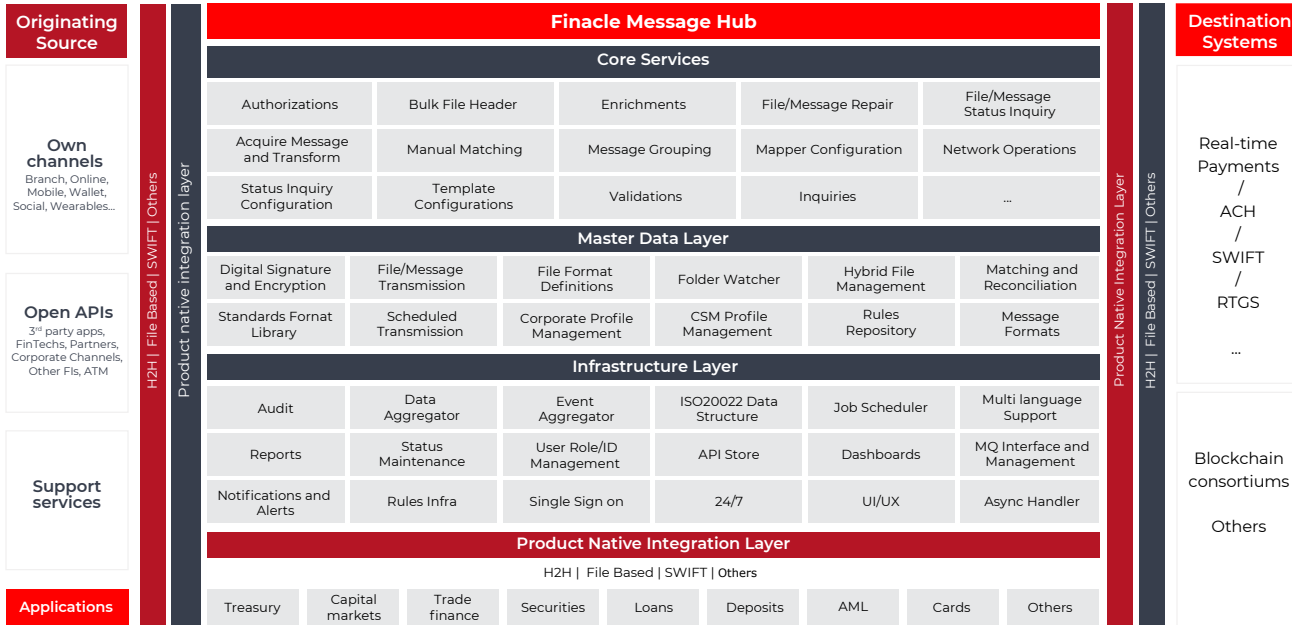
Empowers business users to define their own dashboards with pre-defined templates to aid reporting and tracking requirements. The data can be represented in an easy-to-understand visualization of critical business operations.

Network Management - Network Management enables the bank handle its multi nodal network connectivity to different modes offered by CSMs. Bank would be able to switch between file mode of transmission to message mode at the click of a button.

File Repair - File Repair helps bank avoid rejections at network and better STP rates. It allows the bank user to intervene and repair fields that have erroneous data or incorrect syntax, thereby, avoiding rejections at CSM.

Message Library - Message Library hosts a whole set of templates and mappers for many message types of multiple countries payment rails and SWIFT formats, including ISO20022. Native ISO20022 data structure enables quick translation of SWIFT messages from MT to MX format and vice versa.

Finacle Message Hub – Functional architecture



Case study

Large Bank in India

Financial message transformation for foreign operations

One of the largest banks in India, with operations in over 30 countries across the globe, wanted to transform its message management capabilities. With Swift and many market infrastructure players embarking on the ISO20022 transformation journey, the bank was looking for a reliable and scalable solution to support its message transformation needs across its multiple foreign offices in various geographies.

Finacle Message Hub enabled the definition and confirmation of new corporate clients and fulfilled the message transformation requirements for their feeds. The bank is now empowered with a Template Mapper Infrastructure leveraging latest ISO 20022 standards, offering the bank extensive interfacing capabilities with other enterprise systems.

Specific templates, mappers and other transformation requisites were set up with configurable parameters, in turn reducing the onboarding time. The solution translates MT message to MX message (ISO 20022) and vice versa, enabling the bank meet the regulatory requirement of respective countries.

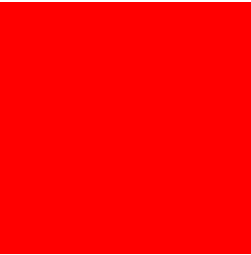
With Finacle Message Hub, the bank gained an open, enterprise-level message transformation engine with rich business functionality, helping them prepare for new and emergent needs in financial messages management. Using Finacle Message Hub designed for progressive cloud modernization journeys, the bank was able to significantly improve agility, lower its TCO and enhance customer stickiness



Advanced Architecture

Experience a modern real-time payments platform





The real-time payments platform is built on **an advanced architecture**

Helping you future-proof your payments business

Real-time payments from Finacle is built on industry's most advanced architecture and enables banks to transform their payments business with scale and speed, The key architectural highlights are -

Cloud-native, cloud-agnostic suite: The solution can be flexibly deployed on a private, public, or hybrid cloud. Finacle applications run in a containerized environment orchestrated by Kubernetes and support all cloud environments.

Componentization and micro-services driven: Finacle's componentized structure allows banks to choose any combination of solutions matching to their specific business priorities and modernization strategy. The microservices driven architecture enables agile deployments and upgrades.

Declarative and RESTful APIs - All of the solution capabilities are exposed through APIs to enable banks to easily connect and co-innovate with customers, partners, and the extended developer ecosystem.

Enterprise class capabilities - The platform help banks in creating unified payments processing hubs across business units, thus enhancing efficiencies.

Event-driven architecture - With event-driven architecture, banks can derive the value of near-real-time integrations across the payments ecosystem, facilitating data access and driving in-context opportunities.

Technology platform choice - Finacle solutions run on a variety of technology platforms such as IBM, Oracle, Intel, HP, Unix, Linux and mainframe. They offer complete stack open-source technologies such as JBOSS app server, RHEL, JBPM, Drools, and Enterprise DB and supports exadata range along with database options of Oracle, Enterprise DB and DB2.

Scalability, performance and resilience - The platform supports horizontal, vertical, and functional scalability, enabling banks to prepare for burgeoning digital payment transactions, The suite is highly secure and is proven for high availability and performance.

Configurability, localization and extensibility - Platform offers GUI based toolkit for extending the product to meet unique needs. with easy configurations.

Data and insights driven - Real-time embedded analytical capabilities of the platform helps banks harness intelligence from payments transaction data across channels and devices and provide contextual insights into business performance and customer behavior.

Contextual workflows for different schemes - Built-in Payments workflow management capabilities to automate, streamline and optimize processes.

Truly 24*7 & real-time processing - Powered by suite of microservices for emerging real-time payments needs.

Multi-entity, multi-currency, multi-time zone capabilities, standardizing and centralizing payments operations across international and domestic subsidiaries.



Industry's most advanced architecture, empowering you to do more



Cloud-native



Componentization
and micro-services



Declarative and
RESTful APIs



Enterprise-class
capabilities



Event-driven
architecture



Technology
platform choice



Scalability, performance
and resilience



Configurability, localization
and extensibility



Data and insights
driven



Contextual workflows for
different schemes



Truly 24*7 & real-time
processing



Multi* capabilities



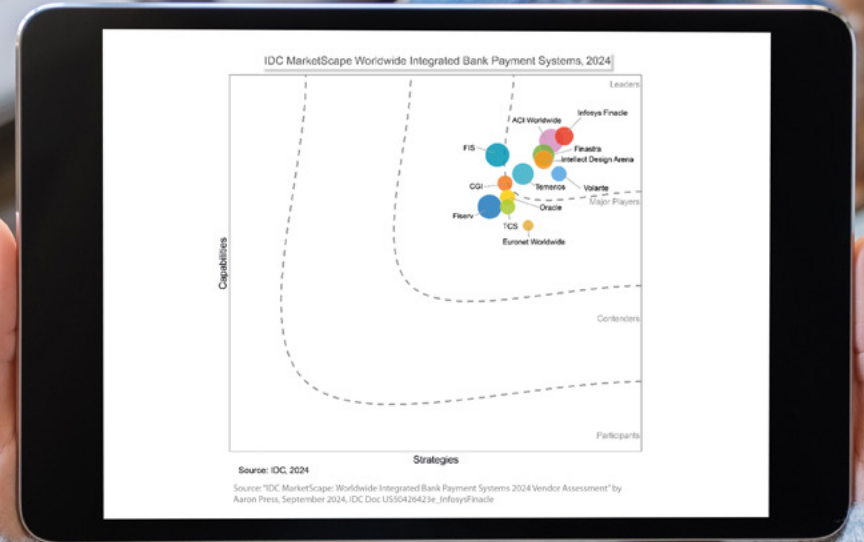
Infosys Positioned as a Leader in Integrated Bank Payment Systems

IDC MarketScape: Worldwide Integrated Bank Payment Systems 2024 Vendor Assessment



Referring to Finacle Payments solution, Aaron Press, Research Director – IDC, writes in the report,

- Finacle Payments is an enterprise payments services system that manages end-to-end payments across instrument types, payment schemes, transaction types, customer segments, and channels. The solution uses an ISO 20022 format by default
- Finacle Payments is an advanced, modular enterprise payment services hub to manage workflows, optimize processes, and gain operational efficiencies
- Finacle Payments offers a remarkably broad set of clearance and settlement schemes out of the box
- Finacle Payments' flexible delivery model means that financial institutions, from global banks to small community banks, can usually find a good fit
- Infosys Finacle has strong support for emerging technologies such as blockchain and machine learning.



Simplified Transformation

A globally proven, flexible deployment model





Simplified transformation

Finacle enables banks to transform the payments business with agility, and in risk-mitigated fashion. Whether it is a big bang switchover, progressive deployment or complete overhaul, Finacle helps banks transform at their own pace. Our approach to payments transformation is based on five key pillars:

Finacle reference bank models for cutting complexity and time

Banks can leverage Finacle's rich experience in more than 100 countries with 500+ installations, global best practices and innovations to transform their payment services. The solution's reference model provides geo-specific parameterization so banks can roll out payment products meeting local requirements. Ready interface adapters facilitate connections with external interfaces, such as local payments systems and third-party agencies to further expedite the setup process. They can easily customize the best global process models to meet local reporting and compliance requirements too.

Agile delivery for progressive launches

Finacle implementations are done with agile methodology. This approach enables banks to achieve solution excellence, while frontloading risks and practicing strong governance.

Phased transformation for maximizing business outcomes

The fully componentized structure of the Finacle Payments suite allows banks to set up flexible modernization milestones. This clearly reduces transformation risks while accelerating the benefits of modernization. The business priority mapping and value realization models continually assess transformation progress and outcomes.

Choice of Global & Local SI Partners

Finacle works with leading global partners like Accenture, EY and IBM and a range of regional implementation partners and local solution providers offering strong technology and delivery capabilities and region-specific knowhow in the space of payments transformation.

Finacle Consulting

The in-house consulting team helps banks and FIs deconstruct their payments value chain, build inimitable transformation strategies, accelerate adoption, and drive value creation at scale.

Drive agile, risk-mitigated transformation



Reference bank



Global best practices + innovations + localized solution



Coverage for local products – parameterization for geo-specific innovations



Interface configuration for local payments systems, third party agencies



Phased transformation



Progressive modernization



A phase-wise approach



Business priority mapping and value realization



Agile delivery



SAFe Agile Practice



CI-CD, end to end release automation

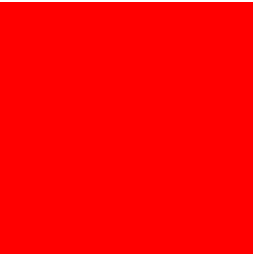


Progressive launches



Agility for Innovation and Growth





Making the payments business ready for the **digital, real-time propositions**

The world of payments has undergone a seismic shift. The vertically integrated, pipeline business model of manufacturing and distributing payments products is making way for new business models and alternative payment methods.

Progressive banks recognize an opportunity to enhance customer experience through contextual, contemporary payments products, and also unlock new revenue streams through models such as white-label platforms, BNPL propositions, overlay services, embedded finance and Payments-as-a-Service.

For this, it is imperative to build a digital payments platform that will host bank's products as well as complementary products sourced from a partner ecosystem. The bank's role will change from merely pushing products to recommending contextual offerings suiting the needs of customers.



Finacle's approach

Rich features driving payments innovation

Finacle helps banks achieve payments agility with a dual approach to innovation, covering outside-in as well as inside-out perspectives. Key tenets of this approach include the following -



Extensive product capabilities, such as suite of templates for payment products and payment schemes, together with deep parameterization capabilities, provide the flexibility to offer tailored payments based on specific requirements, along with value-added services.



Reusable business rules, configuration-driven design and predefined in-bound/out-bound payment services mapping to accelerate adoption of emerging payment schemes.



Open APIs for ease of collaboration with partners, Fintech companies, corporate clients, and the extended developer ecosystem.



Blockchain-based networks to digitize cross-border payments

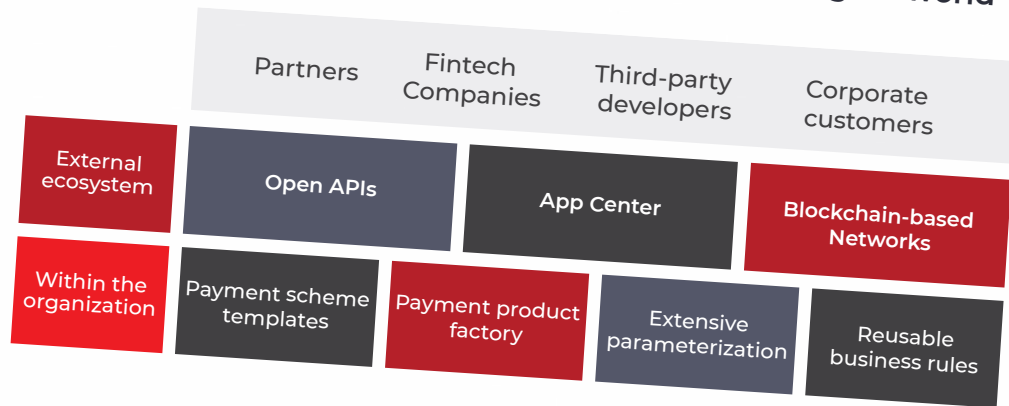


Access to global innovations built on best practices from payments implementations in over 100 countries, with localization components, helps to meet local practices and extend the solution independently.



Finacle AppCenter, bringing an ecosystem of large partners and Fintech startups to complement the Finacle solution suite, and providing a marketplace for accelerating payments innovation.

Enabling an outside-in and inside-out innovation approach to reimagine the payments business in the open, digital world



“

In the digital disruption that is impacting banking, the payments space is probably the most dynamic and fast paced. Our payments modernization project based on the Infosys Finacle Payments Hub is aimed at not just giving our business efficiency a boost but making QNB fit for a truly digital future. With this transformation, our aim is to ensure QNB is better equipped to manage change in the payments space and provide our customers a greater degree of reliability, thereby cementing our position as a leading financial powerhouse in the Middle East

Adel Al Malki

General Manager QNB Group Information Technology

(Referring to Finacle solution for Payments Transformation)

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Enhanced Customer Propositions



Enabling **customer-centricity** in payment solutions

Accessible, convenient, secure and instant digital transactions are reshaping consumer payments dynamics. Moreover, as companies digitize business operations, they seek sophisticated digital payment solutions from their primary banks to better manage liquidity and treasury.

Consumers, while expecting a wide choice of real-time payment methods, also seek complementary financial solutions to augment their payments experience. Similarly, businesses want enhanced propositions with omni-channel capabilities, access to multiple technologies and payment networks, and integrated solutions across the larger transaction banking value chain, all at competitive prices.

Banks are expected to keep pace and provide technology and business solutions that best meet such requirements. For that, they need new operating models that deliver products and services cost effectively across channels and fulfill new customer needs through innovation. Given the deep impact payments can make on customer engagement, it is time that banks made the payments business central to their overall strategies by renewing focus, increasing investments in new technology and driving innovation.



Finacle's approach

Seamless, consistent payments experiences

With an expansive range of modern capabilities built on the digital, real-time foundations, Finacle helps banks enhance payments propositions for both consumer and corporate customers.

- **The Finacle Digital Engagement Suite** gives clients seamless access to payment services across channels and devices.
- **Open APIs to support multiple open payments initiatives**, accelerate innovation with external ecosystems and deeply embed payment solutions into corporate systems.
- **Drive innovations built on a real-time foundation** – smart payment solutions, including host card emulation-based and sound wave-based contactless payments.
- **Tailor payment service delivery with intelligent routing options** based on decisioning attributes for banks, payment schemes, customers and payment orders.
- **Easy integration with Finacle enterprise solutions**, enabling extensibility for corporate cash management.

Multiple ways to enhance payments propositions



Open, real-time payments



Frictionless experiences

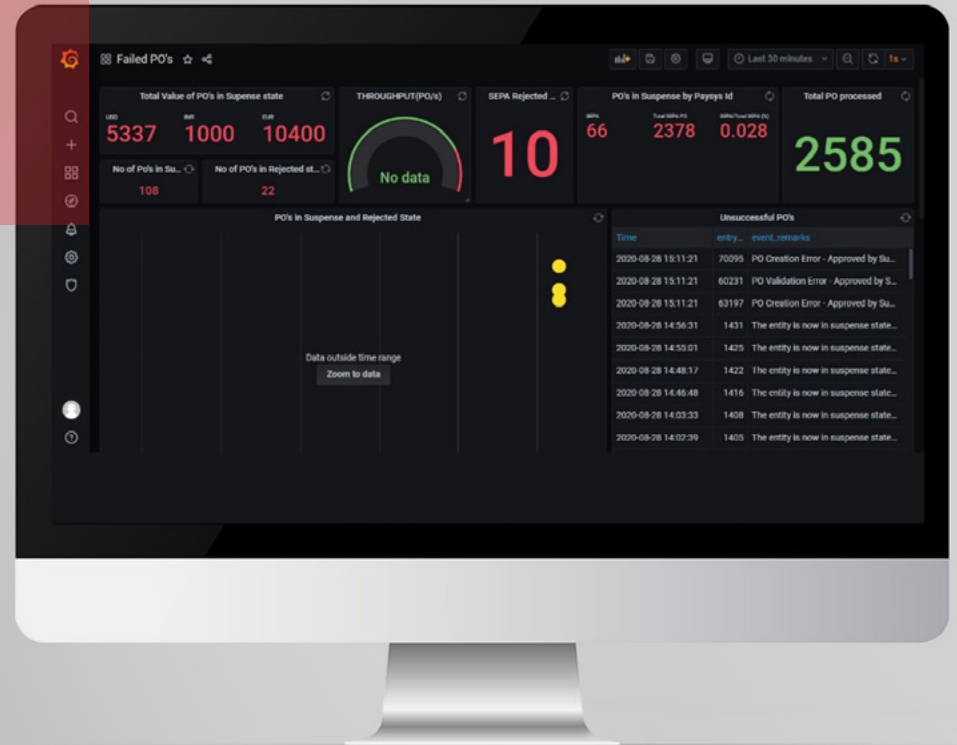


Tailored payment services



Corporate centric proposition

Operational Excellence and Risk Mitigation



Managing **operational indices and risks** in the agile, open, real-time payments era

The payments value chain is seeing steady disruption with new players and differentiated business models creating new orders – the common denominator being significant plays by the latest digital interventions such as advanced analytics, robotic process automation, artificial intelligence, and blockchain.

The only way traditional banks can stay in the game is by adopting these tools and business models. Those that renew the existing payments technology landscape and innovate into the new will end up with agile processes, higher efficiencies, better customer experiences, and on the winning side.





Finacle's approach

Automation and blockchain drive differentiation

The platform's product-led capabilities, automation levers, and emerging technologies helps banks prepare for new orders in payments operations. The key elements of Finacle's approach include -

- Range of **traditional automation levers** such as rule-based STP and open APIs to automate integration and enable seamless information flows.
- **Enterprise-wide process engines** to orchestrate business processes and enhance automation.
- **Parametrization** to flexibly define enrichment and payments order processing rules as per customer needs.
- Accelerate operations by applying a native **robotic process automation** tool.
- Inter-organizational processes automation through **blockchain** based permissioned networks for international payments.
- Support **multi-tenancy on a single instance** of application, infrastructure and database, enabling banks to centralize operations or create regional hubs across multiple countries, time zones and languages.
- Comprehensive **risk management capabilities** with embedded analytics, pre-built payments use cases and dashboards.
- A **low-code, no-code** approach to tailoring business flows to drive extensibility in payment workflows, also aided with visualizations.
- **Navigation based UI** and simplified user experience with workflow based task work-trays for multiple scenarios.

Extensive automation opportunities to significantly boost efficiency, reliability and operational excellence



Traditional Automation Levers

Rules based STP
Open APIs driven automation
Business process management and Workflow capabilities



Robotic Process Automation

Automate repetitive and rule based human processes
Cognitive automation through Infosys Edge products



Inter Organization Automation

Blockchain powered private, permissioned networks for payments and trade finance





**Join the Finacle
Digital Banking
Community**

Experience that speaks for itself

The industry-leading performance of our clients reflects our promise of inspiring better. An assessment of the top 1000 banks globally revealed that institutions powered by Finacle enjoy –

- **33% higher returns on assets** than others, with average returns on assets at 1.2% and top-performing client at 4.7%
- **19% higher returns on capital** than others, with average returns on capital at 15.6% and top-performing client at 33%
- **3.9 % points lesser cost to income ratio** than others, with the average ratio at 47.2% and top-performing client at 16%

33%

higher returns on assets



19%

higher returns on capital



3.9%

points lower cost to income ration



Industry-leading solution suite

Finacle is chosen as a leader in independent industry assessments by major analyst firms.



Positioned as a Leader in Integrated Bank Payment Systems in IDC MarketScape : Worldwide Integrated Bank Payment Systems 2024 Vendor Assessment



Infosys Finacle recognized as the best-selling banking solution provider in Wholesale Payments and India Domestic SLT Leader, IBS Intelligence Sales League Table 2024



Rated as a leader in The Forrester Wave™: Digital Banking Processing Platforms, Q4 2024

Industry's most awarded digital banking platform

Finacle and its clients have won >41 industry awards for exemplary transformation programs in the last 12 months. This makes Finacle the most awarded solution suite in the industry.

Global Finance Awards 2024

- Arab National Bank
- Axis Bank
- Regional Investment Corporation
- UnionBank of the Philippines
- Zand Bank

The Next 100 Global Awards 2024 by Global Banking and Finance

- NewCastle Permanent
- SBI YONO (UK)
- Finacle Payments Suite
- Finacle API Connect
- Finacle Cloud Solution
- Finacle Data and AI Suite
- Finacle Wealth Management Solution

Finnovex Middle East 2024

- Zand Bank

Finnovex Qatar 2024

- Qatar National Bank

Finnovex Southern Africa 2024

- Standard Bank
- Infosys Finacle

IDC FinTech Rankings and Real Results 2024

- Lending Transformation – Union Bank of Philippines





Future-proof your payments technology with a robust platform

The digital payments revolution is on. Keeping pace with the changing market dynamics requires banks and FIs to strengthen their payments foundations by embracing a modern, real-time technology platform.

Join the global community of banking leaders who are innovating and transforming their payments business with Finacle.

Reach out to us



finacle@edgeverve.com



www.finacle.com



www.linkedin.com/company/finacle



twitter.com/finacle



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