

virtusa

BROCHURE

# Accelerating banking innovation

# Transformation in banking

Banking and financial services industry, buoyed by a 10-year bull run in the stock market and historically low interest rate environment has achieved unprecedented levels of profitability and revenue. At the same time, we are seeing unprecedented changes brought about by the intersecting forces of technology, market competition from tech-led and challenge banks and regulatory mandates.

According to a report published in the Banker's Top 1000 World Banks Ranking for 2018, total assets of the global banking system has reached \$124 trillion, while return on assets (ROA) was at 0.9 percent.

Banks are striving to remain competitive in this environment, but are constrained by antiquated monolithic legacy systems, a product-centric approach and slow waterfall software life cycle processes that limits their ability to be responsive and innovative.

# Key trends in banking

## RISE OF OPEN BANKING

Open banking regulations aim to make the financial ecosystem more competitive by creating opportunities for other non-banking institutions to innovate and participate in the banking ecosystem. It encourages product and service innovation and entry of new disruptive players to ultimately provide more choices and better pricing to consumers. While mandated in some geographies like Europe, banks worldwide are now considering how they can work with non-banks to offer better products to their customers.

## AI-AND-ML-LED BANKING

Artificial Intelligence (AI) and Machine Learning (ML) is transforming the financial landscape. Besides implementing AI techniques to enhance risk, compliance, and customer experience strategies, banks are focusing on improving operational efficiency by automating manual tasks and freeing up resources who can concentrate on value-generating activities and plugging revenue leakages through next-best-offer engines and relationship-based pricing.

## PAYMENTS TRANSFORMATION

Perhaps no area has is seeing more change than payments. Spurred by opportunities to reduce friction, innovations in payments will continue to be a priority area for the financial institutions. The key areas of focus will be on real-time rails, contactless payments, ubiquitous faster payments and reducing overall friction while tackling ever-increasing sophisticated fraud and AML challenges.

## A NEW ERA OF REGULATION

Regulatory compliance continues to be focus area to ensure a safe and healthy financial ecosystem. The growing adoption of new technologies are changing the way compliance is administered. Regulatory bodies are beginning to endorse AI and ML approaches to better measure risk and reduce fraud and achieve results in a more real time mode.

# Virtusa Banking & Financial Services (BFS) practice

We help clients accelerate banking innovation.

Virtusa combines deep industry knowledge with consulting and solution accelerators to help our clients accelerate innovation, reduce costs, improve customer experience and develop new products faster. With over 25 years of experience in the BFS industry, we have built technology solutions and implemented transformational programs for clients in just about every facet of the banking spectrum.

## Our key segments

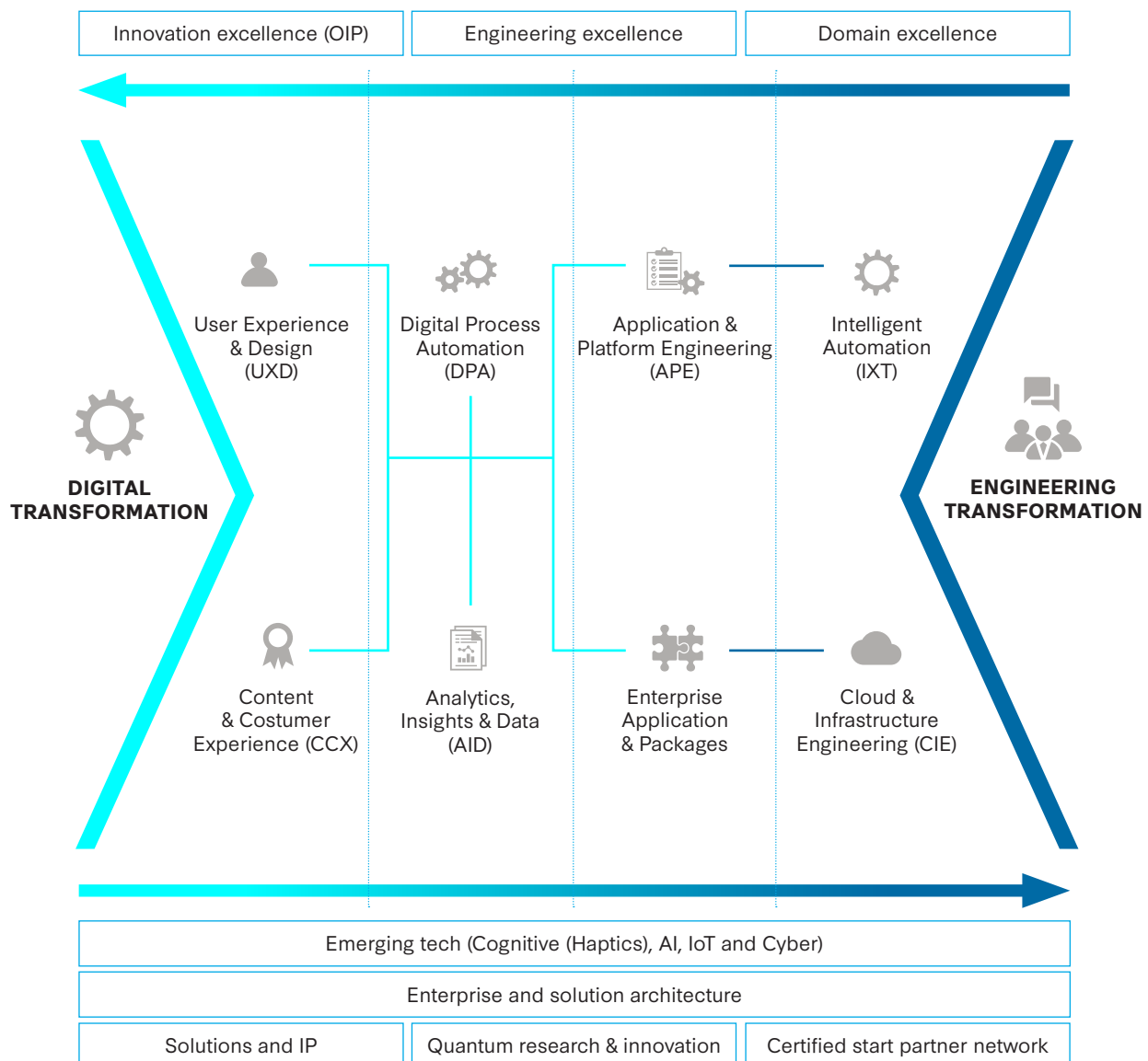
- **Retail Banking:** Helping banks improve customer experiences through omnichannel programs and open banking initiatives
- **Corporate Banking:** Facilitating digital transformation for improving bank efficiency and enhancing bank effectiveness
- **Capital Markets:** Empowering market participants drive efficiencies and growth through front, middle and back-office integration
- **Risk & Compliance:** Driving automation to help banks transform their compliance investments into opportunities for innovation
- **Cards & Payments:** Enabling banks and financial institutions deliver real-time global payments through next-generation platforms

**Virtusa has over two decades of experience in the BFS industry, with a dedicated global banking practice of skilled resources across multiple locations.**

# Our services

**We apply domain and technology innovation to accelerate business outcomes for clients.**

We harnesses the power of digital technologies and our engineering expertise to help financial institutions innovate and drive maximum efficiencies. We bring together the skills, tools and assets required for accelerated outcomes.



xLabs, Virtusa's virtual AI lab, fosters innovation in emerging technologies and enables clients to turn ideas into MVPs faster.

# Our key banking solutions

**We transform today's financial institutions into tomorrow's market leaders with our leading-edge solutions.**

Our leading edge solutions in every facet of the banking spectrum enable our clients first time right, accelerated time to market that helps them to seize opportunities that drive growth, profitability and market share.

## RETAIL BANKING

- Digital Banking
- Smart Lending
- Core Banking Platform Life Cycle Offerings
- Smart Automation
- Branch Transformation

## CORPORATE BANKING

- Open Banking and APIs
- Robotics Process Automation
- Client Lifecycle Management
- Product Recommendation Engine
- Smart Covenant Management

## CAPITAL MARKETS

- Application Rationalization and Simplification
- Reference and Market Data Management
- COTS Product Implementation
- Relationship Manager Dashboard

## RISK AND COMPLIANCE

- AML Model Validation Framework
- Financial Crime Center of Excellence (COE)
- Risk Monitoring with In-Built Analytics
- Regulatory Reporting Workbench
- LIBOR remediation

## CARDS AND PAYMENTS

- Digital Payments
- SWIFT GPI and ISO20022 Migration
- PSD2 and Payment Microservices
- Real-Time Payments (RTP)
- Leveraging AI/ML to drive payment ops efficiencies



**“Technology plays a critical role for both Mashreq and its customers in improving the customer experience, driving operational efficiency, increasing profitability, and reaching new levels of innovation...**

**our digital transformation program highlights the excellent partnership we have established with Virtusa. This digital and AI project is now considered a benchmark in the region, both amongst our competitors and customers.”**

**—Sandeep Chouhan,**

Group head of Operations & Technology at Mashreq Bank

# Success stories

**We are hard at work to help our clients turn their business vision into measurable success.**

- Re-engineered retail payment applications for a large US bank to a microservices based architecture that increased throughput by 150% and time-to-market for new products and services by 30%.
- Built a wrapper around the legacy core banking solution for a leading UK financial services firm, enabling faster payments and cost avoidance of \$6 million.
- Redesigned the auto loan platform for a leading US regional bank that helped boost digital applications by 40% driving revenues and growth.
- Leveraged machine learning to improve the alert case management process for one of the world's largest banks that significantly reduced the number of false positives and remediated \$17.3 million in fines, penalties, and assessments.
- Leveraged NLP to improve corporate due diligence and the onboarding process for a European headquartered banking and financial services company that improved time to production by 16% and reduced duplicity in the screening processes by 8%.
- Implemented a future-proof Digital Process Automation (DPA) program for one of the largest and oldest banks in the middle east to increase operational cost savings by more than 40% and enhance business agility.



**Awarded a Gold Stevie Award at The 2019 International Business Awards under the Platform as a Service Category for Virtusa's Open Innovation Platform, which is a game changer in attacking the digital disruption journey and redefining banking and financial services business models.**







# Partnerships and competencies

We leverage our alliances and partnerships to enable our customers to accelerate banking innovation and time-to-market.

## CORPORATE PARTNERSHIPS



# Awards and recognition

The success over the course of more than two decades can be measured in figures and substantiated by numerous awards.



Positioned as a Major Contender in Everest Group PEAK Matrix for Open Banking IT services and Enterprise QA Services



Named as a leader and a top company for innovation programs, awards and certificates, and customer reference



Virtusa's Automation and Artificial Intelligence Program for Mashreq Bank wins 2018 IDC FinTech Rankings Real Results Award



Recognized as a Visionary in the Gartner Customer Experience service report 2018



Recognized as a Contender in Forrester Wave for Global API Strategy and Delivery Service Providers, Q2 2019



Recognized among the leading providers in The Breakthrough Top 15 Sourcing Standouts for the Americas and Europe, Middle East and Africa (EMEA) region



Recognized as a Leader in NelsonHall's NEAT Rating for Digital Banking Services



Won the Pega Systems partner Excellence Awards (2019, 2018, 2017)



Ranked at #30 in the 2018 IDC FinTech Rankings

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#### **About Virtusa**

Virtusa Corporation (NASDAQ GS: VRTU) is a global provider of Digital Business Strategy, Digital Engineering, and Information Technology (IT) outsourcing services that accelerate our clients™ digital transformation journeys. Virtusa serves Global 2000 companies in Banking, Financial Services, Insurance, Healthcare, Communications, Media, Entertainment, Travel, Manufacturing, and Technology industries.

Virtusa engages its clients to defend and grow their business by introducing innovative products and services, creating operational efficiency using digital labor, developing operational and IT platforms for the future, and rationalizing and modernizing their IT applications infrastructure. Founded in 1996 and headquartered in Massachusetts, Virtusa has operations in North America, Europe, and Asia.