



# Empowering Business Transformation

## Highest performing bank in the Middle East

### OVERVIEW

The bank is UAE's leading financial institution with a growing retail presence in the region including Egypt, Qatar, Kuwait and Bahrain. It focuses on providing its customers access to a wide range of innovative products and services.

Its branch network extends across the UAE with one in every two households in the UAE banking with them. It also has customer service centres in key retail locations and one of the largest ATM networks in the country.

### Business Challenges

The bank wanted a Web-based solution with a robust architecture, which would interface with a variety of other systems for real-time information exchange. The bank's overall plan was to improve turnaround efficiency through highly interfaced automation to provide high service levels to its factoring customers.

The objectives of the new solution were to:

- Launch new product variants with quick time-to-market
- Secure and leverage its technology investments
- Service its other regional factoring operations through a common platform
- Seamlessly integrate the application with other systems
- Introduce new features within acceptable costs and timeframes
- Manage risks proactively and at the same time improve efficiency and productivity

### About the Bank

- The bank has provided banking and financial services since the 1960s.
- It has its registered office at Dubai, UAE.
- It has several overseas offices in nine countries, including Europe, US, Asia and Africa.

### About 3i Infotech

3i Infotech is a global Information Technology company committed to **Empowering Business Transformation**.

A comprehensive set of IP based software solutions (20+), coupled with a wide range of IT services, uniquely positions the company to address the dynamic requirements of a variety of industry verticals, predominantly Banking, Insurance, Capital Markets, Asset & Wealth Management (BFSI). The company also provides solutions for other verticals such as Government, Manufacturing, Retail, Distribution, Telecom and Healthcare. 3i Infotech has over 1500 customers, including 71 in the Fortune 500 list, in more than 50 countries across 5 continents.

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## Solutions Offered

The bank evaluated several factoring solutions including an established UK-based vendor and various other software service providers. But, after taking several factors into consideration, the bank offered 3i Infotech to implement Kastle™ Factoring AS-IS and adopt it to drive its business processes. It decided to use the system for some time before asking for its special requirements including multi-system interfacing.

The key considerations for selecting Kastle™ Factoring as the technology platform to support its factoring operations were:

- Ability to launch new product variants quickly
- Rich and refreshing technology with intuitive GUI
- Ability to seamlessly interface with third party systems
- Pricing
- Ability to customize the local requirements easily onto the base version

The bank has also taken upgrades of Kastle™ Factoring to provide improved service levels and also offer local bill discounting and reverse factoring products to its customers.

## Synopsis of Kastle™ Factoring Software

The solution delivered by 3i Infotech supports rules and policies that change from time to time. Key benefits of the solution derived by the bank include:

- Standardized products and rules
- Online funds transfer to clients with the help of real-time system interfaces
- Real-time exposure of clients having exposures in multiple lines of business
- Leveraging the bank's branch network to efficiently manage collections

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