

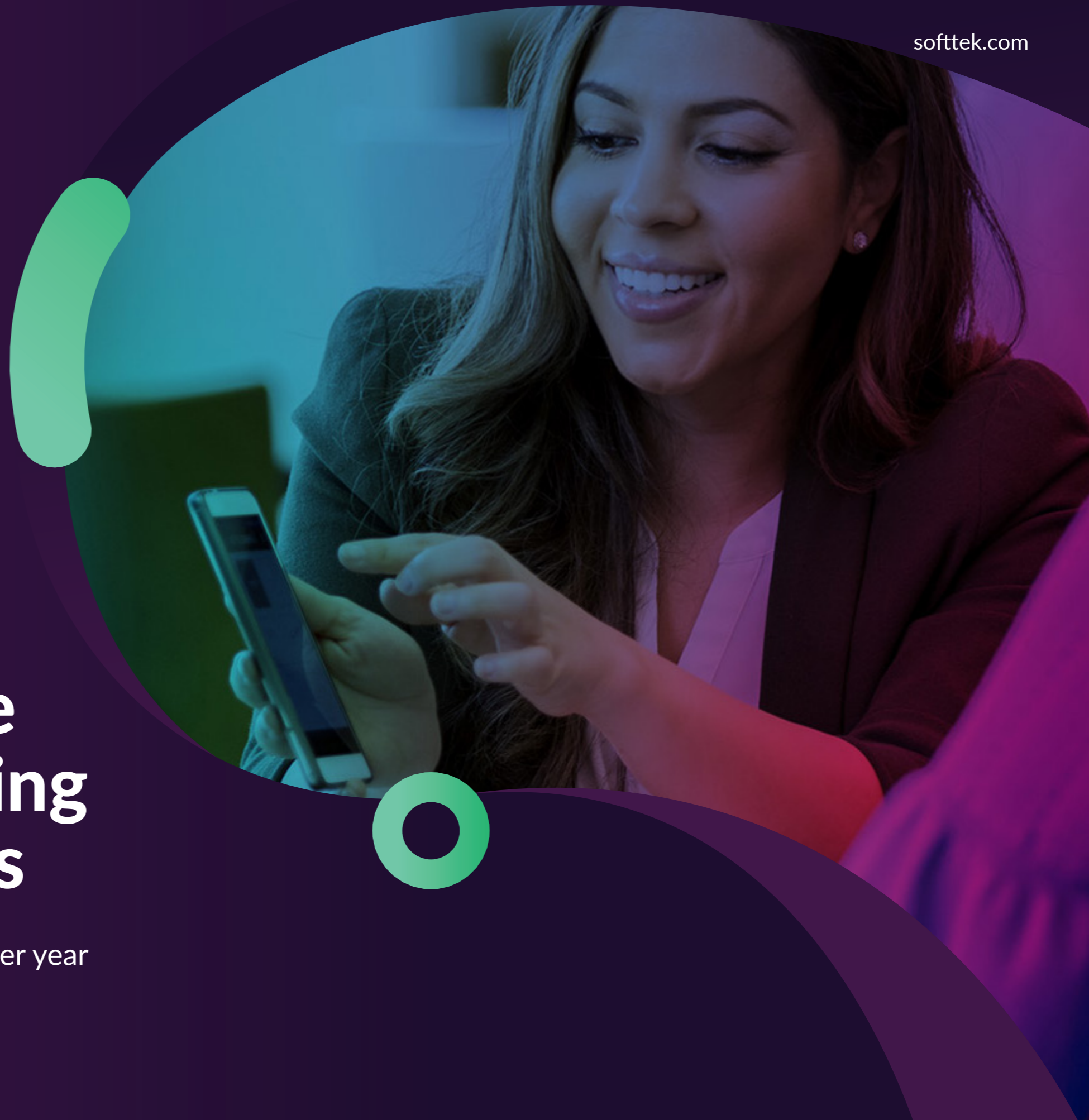


Softtek[®]

CASE STUDY / BANKING & FINANCIAL SERVICES

European Global Bank, implement an Omnichannel Enterprise Banking platform reaching +1.5 M corporate clients

Customer Banking platform operating 140M+ transaction per year at Northamerica, Latam & Europe.





About the customer

Customer-centric global financial services group, also one of the largest financial institutions in the world.



Global Bank
with presence
in **>30**
countries



>50 M
clients



Enterprise Banking
Business Unit:
High-profitability, High
lifetime-value accounts





Business challenges

The Banks need to standardize customer experience across all enterprise banking channels to increase brand preference, facilitating products and services acquisition.

1

Localize & Agile
Deployment of
E-Banking platform to
different countries
in Latam.

2

Heterogeneous
regulatory requirements,
financial products &
services offering.

3

Avoid disruptions to
clients during
transition process.

How Softtek comes into play

Softtek helped to create a highly customizable Enterprise Banking implementation solution that connects more than 10 different business processes in a multiplatform omnichannel experience.



Implementation of collaboration model supported by Agile Methodology.

Use of corporate knowledge and local geographies.

Delocalized and exchange of resources.

Implementation of Softtek Nearshore Management Model.



User Access & Faculties

Highly Customizable

Localization
(Language, Taxes, Regulation)

Cash Management
(Concentration & Dispersion)





Business impact

The Bank needs to standardized enterprise banking customer experience, integrating and evolving channels capabilities to an omnichannel digital banking model.



TOP 3

World Mobile Banking Apps according to one of the main business technology analyst.

+40%

helping to increase service subscription revenue.

1.5M

Enterprise clients in different countries across the Americas.

+140M

Global transactions per year.





ABOUT SOFTEK

Founded in 1982, Softtek is a global company and the largest provider of IT services from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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