



RETAIL BANKING SYSTEM

The Retail Banking System (RBS) is a web based, centralized, customer centric, fully integrated, multi-lingual, multi-institution and multi-currency platform.

It guarantees 24/7 support for straight through processing (STP) transactions across a wide range of delivery and includes comprehensive “out-of-the-box” features as well as an infrastructure ready to follow IT and business trends, including:

- Recognition and authentication: managing customer traffic in the branch needs to be supported by using more sophisticated tools (Queue management tools, loyalty cards, RFID) and by improving the interconnectivity among all channels
- Business Process Manager: allowing the Bank users to define any process according to their own organization and business model
- Devices: the technology platform in the branch must be designed to be able to interact with more and more sophisticated devices that will have the ability to store information, communicate with other devices and in future even provide secure authentication or payment services
- Collaboration across multiple channels: shared access to specialist advisors is important (and economically favorable) considering the complexity of some financial product and the needs to expedite sales. Collaboration infrastructure must give customer the capability to start a transaction in one channel, continue in another and finish it in another one, so that only the essential face-to-face contact needs will be executed with people in the branch
- Business intelligence: the Manager of the branch of the future will be the manager of a sales team and in that capacity will require the BI tools to understand how his team is doing as well as to understand his local market and priorities sales activities and products in line with that understanding.

RETAIL BANKING SOLUTION

KEY FEATURES

Customer Centric Approach

The RBS solution is “customer centric”. Information is organized around the customer to facilitate customer group exposure, segmentation, customer based communication, and customer relationship management concept leading to KYC. All relevant client information can be quickly accessed to allow Banks to conduct tailored marketing campaigns.

Automated STP operative

The Use of STP concept enables banking transactions to be processed, confirmed, cleared and settled in a shorter time period, more cost effectively and with fewer errors.

Apart from compressing the clearing and settlement time, STP also provides a flexible, cost-effective infrastructure, which enables e-business expansion through real-time processing and access to enterprise data. STP also streamlines back-office activities, leading to fewer failures, lower risks and drastically reduces costs per transaction.

Multi-Function desktop supporting a universal Teller strategy

RBS is a multi-currency, full-function, branch teller and transaction processing solution built around an easy-to-use graphical interface. Teller provides efficient management of cash and transaction activities, deposits, withdrawals, transfers, currency exchange and general ledger transactions.



User definable products

RBS is highly parameterized and flexible. Its unique product designer enables the creation of new banking products without the need for any reprogramming.

This reduces time to market of new and profitable products that can be added to the available services that are available, including:

- Current accounts and Deposits
- Safe Deposits Boxes
- Fund transfer and payments
- Coupon management
- Card Management
- Direct Debits (DDMS)
- Eijar (a Rent Collection product)
- Share Dividends
- Motor Insurance
- Bundle Accounts
- eRemittance Card
- Draft, T/C, Blank Instrument.

Robust security

RBS offers rigorous security mechanism including system & application at all levels of the Bank. The software provides security related to Operating System, Data Base, Network, Application, Transactions and Products with extensive audit trails.

Multi-lingual

Additionally to the already supported languages (Arab, English, Italian) RBS allows addition of design notices/ reminders in the language of the customer's preference.

Multiple delivery channel

RBS allows customers to use multiple channels such as branches, ATM, IVR, Internet etc.