

FULL SPECTRUM RETAIL BANKING



Digital
Core



Digital
Lending



Central
Banking



Digital
Bank



Digital
Channel

.....



Cards

Technology Day
Rajesh Saxena
17th March, 2021

Agenda

1

Year 2020, Market Size and Retail Banking Trends

2

Our Purpose & Strategy

3

Why Intellect ?

4

Case Studies

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Summary

Retail Banking



Chapter 1

Year 2020

Size of the Market

Retail Banking
Trends

The COVID-19 pandemic has changed how we work, travel, communicate, bank, shop and more

2020-21: Retail Banking in the age of COVID-19

57%

- 57% fall in cash usage
- Rise in payments using
 - Credit cards (7% net)
 - Debit cards (10% net)
 - Online payment tools (14% net)
- Contactless as the preferred payment option (up 34% net)

24%

Respondents expect banks to operate more digitally in the next 12-24 months

27%

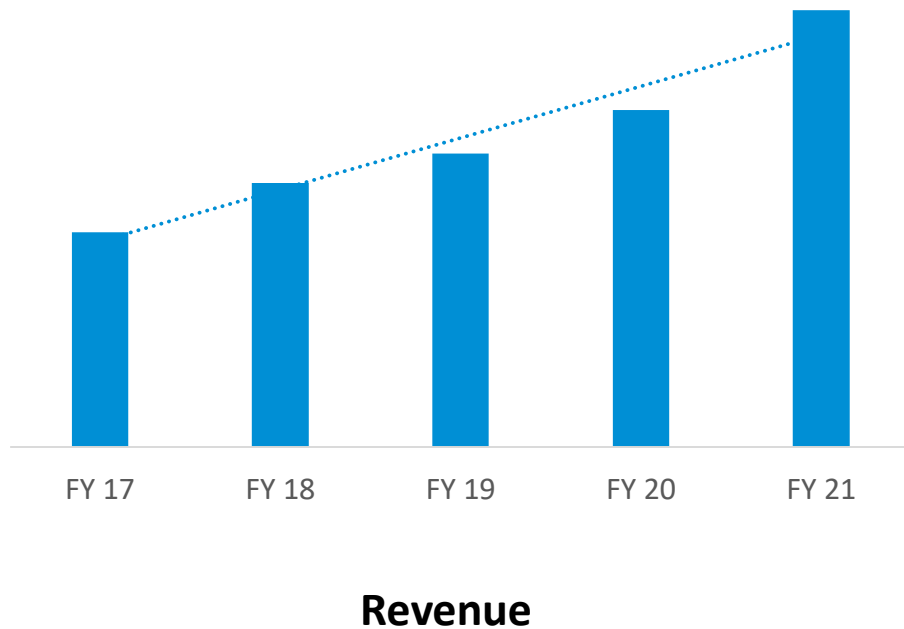
Consumers who agree that banks will be more flexible in the next 1-2 years



Banks need to accelerate digital transformation and customer experience across products and customer journeys

COVID-19 has changed everyone's mindsets & circumstances forcing banks and Intellect to adopt to remote working

Confidently navigated global crises and came out stronger



Resilient business model backed by consistent innovation-focused strategy

Confidently navigated global crises and came out stronger



#1 ranking by IBS Annual Sales

League Table 2020 Intellect Global Consumer Banking (iGCB), the retail banking arm of Intellect, retained its #1 Global Leadership position in retail banking for the second time in a row.



7-time Leader in Gartner's Magic Quadrant for retail banking

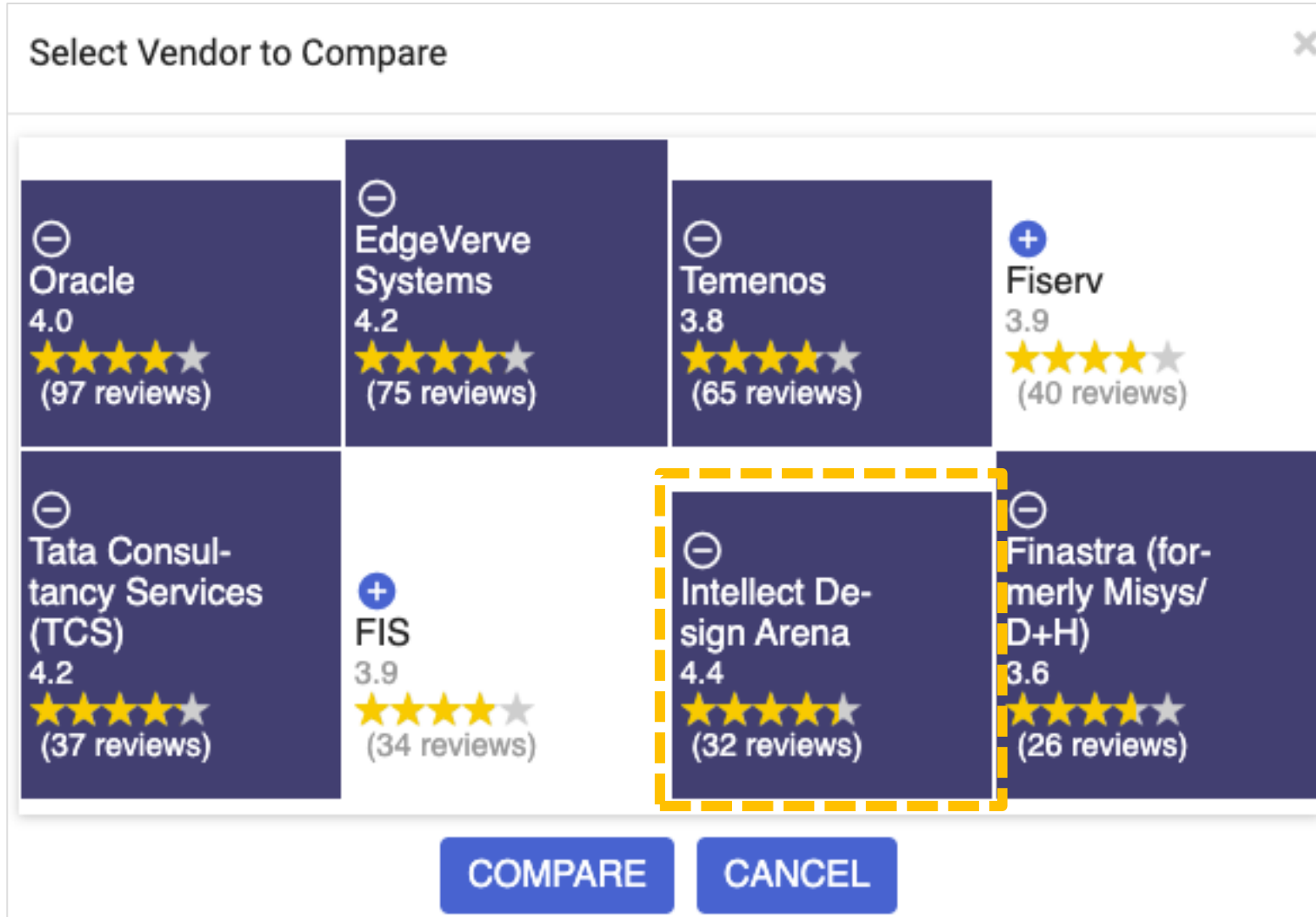
Awards

Lending powered Yes Bank has won the award for **Best Fintech Partner Bank in Asia for its API first initiative at IDC Financial Insights Innovation Award (FIIA)**

Won the **IBS Intelligence Award** for the Most Impactful Project in Digital Lending Category for SVFC

Winner of 'Most Innovative Product' By Economic Times Innovation Award 2019-20 for CBX-O

Gartner : Peer Insight Ratings for Global Retail Core Banking



Chapter 1

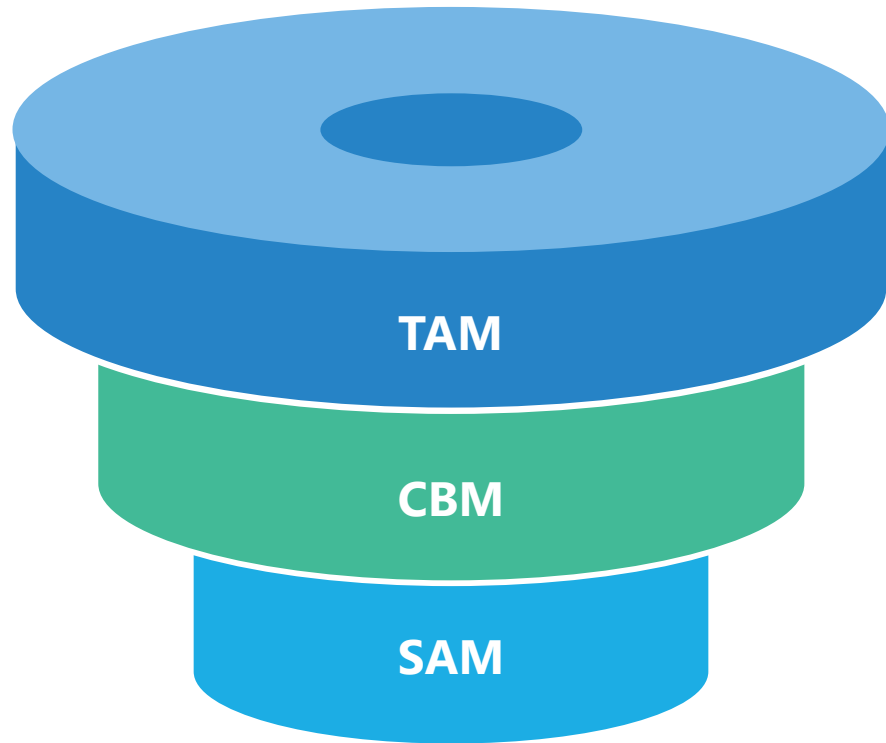
Year 2020

Size of the Market

Retail Banking
Trends

Intellect Addressable Market - \$ 10.8 Bn, growing at a CAGR of 10%

Huge Headroom for growth exists for Intellect Retail Banking



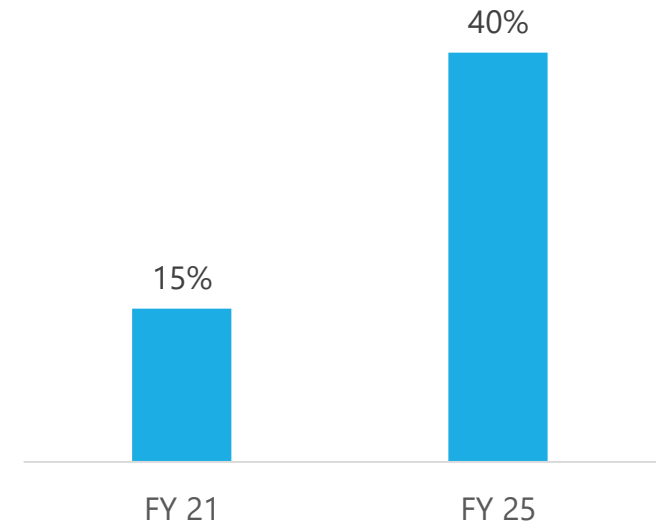
\$60 Bn
TOTAL ADDRESSABLE MARKET

\$18 Bn
CHANGE THE BANK MARKET

\$10.8 Bn
INTELLECT SERVICE
ADDRESSABLE MARKET

CAGR – 10 %
FY 2025 - \$ 15.81 Bn

SAAS Revenue



Chapter 1

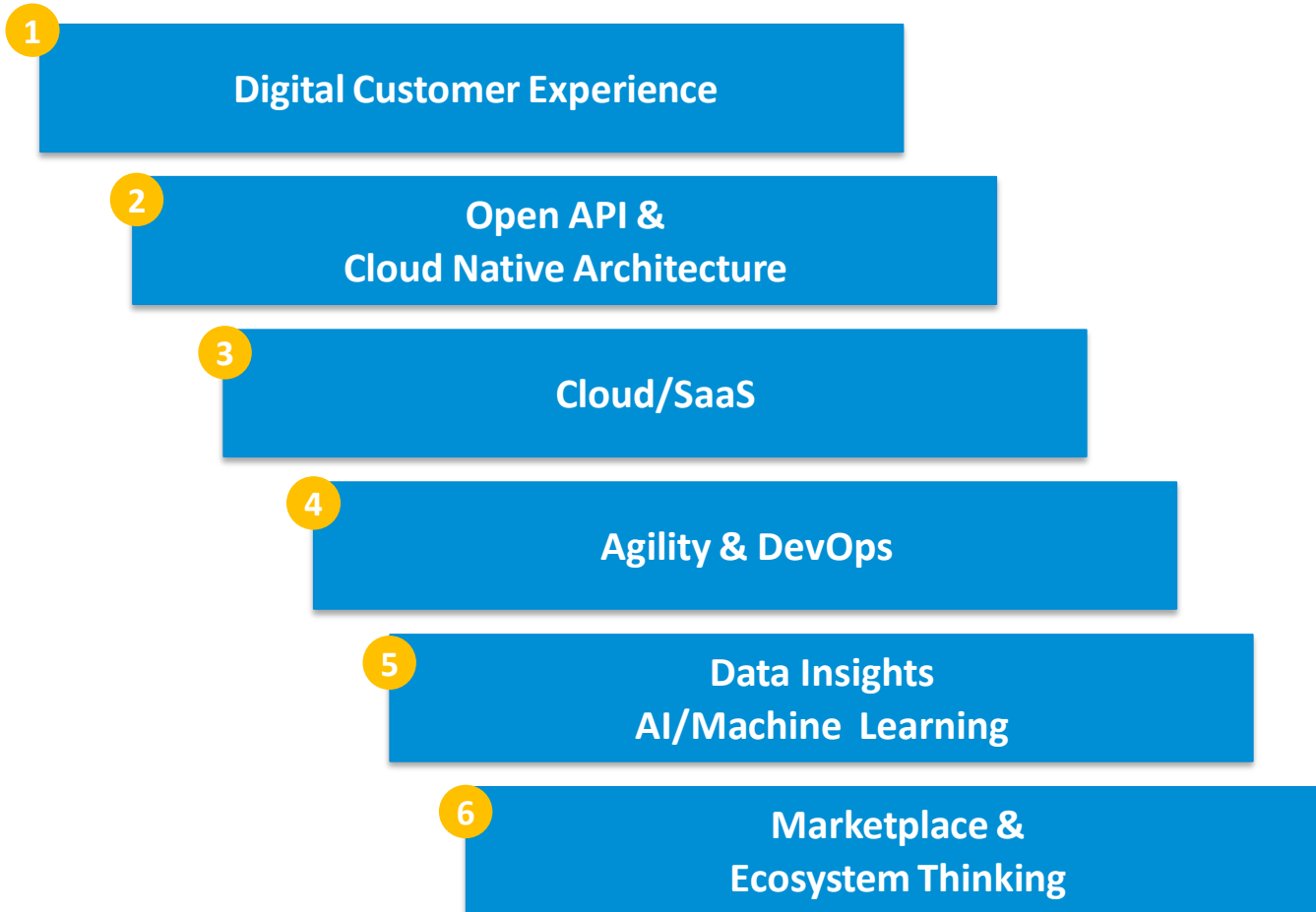
Year 2020

Size of the Market

Retail Banking
Trends

61% of bankers say a customer-centric business model is “very important”. Only 17% are “very prepared” for it

Key Patterns in Retail Banking Technology



Top Trends – Retail Banking Industry

58% Removing friction from the Customer Journey

43% Use of Big data, AI, AA and cognitive computing

33% Use of APIs and Open Banking

Source: Digital Banking Report Research - **The Financial Brand**

Chapter 2

Purpose

4 Prong Strategy

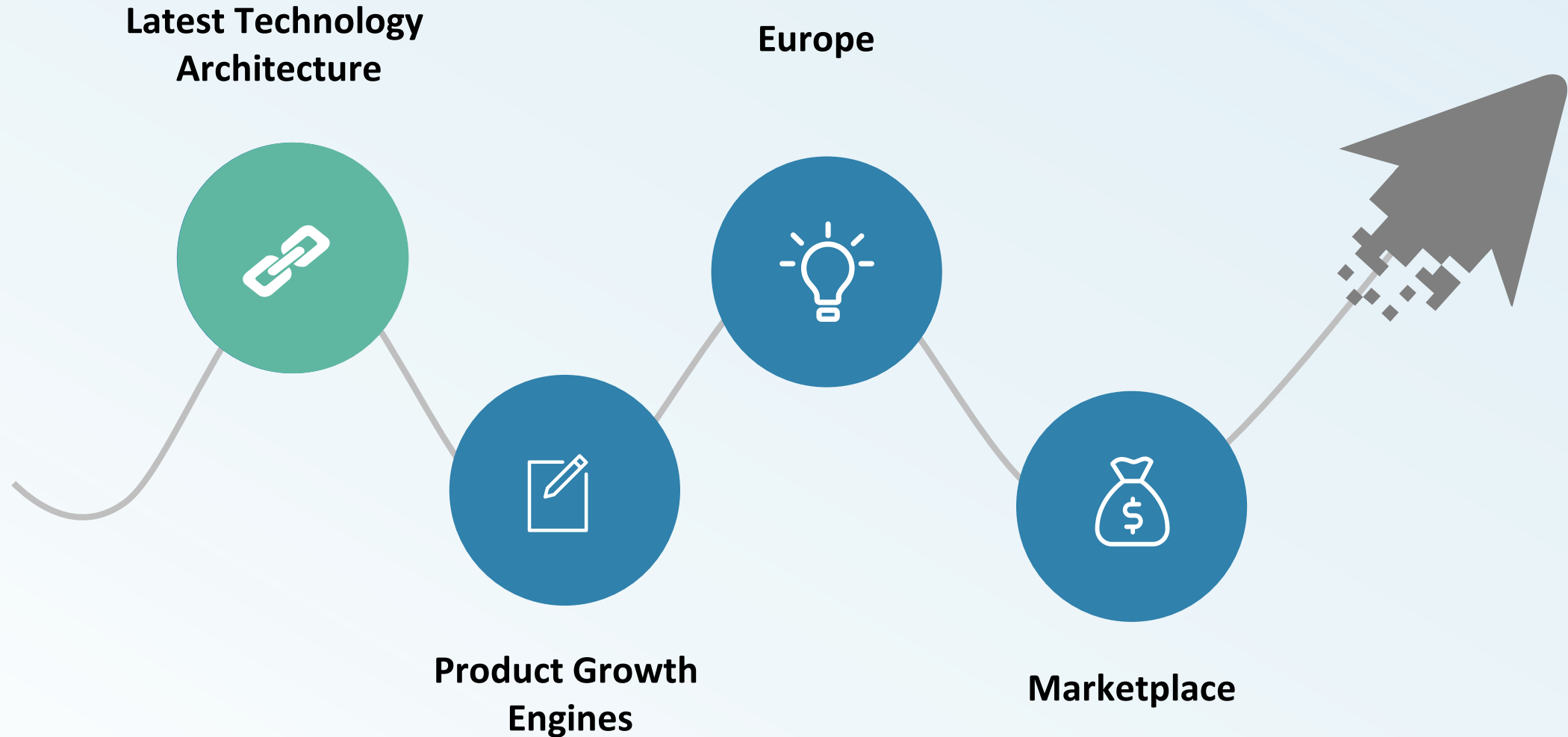
Calibrated, Consistent and Profitable Growth Trajectory in next 5 years

Our Purpose

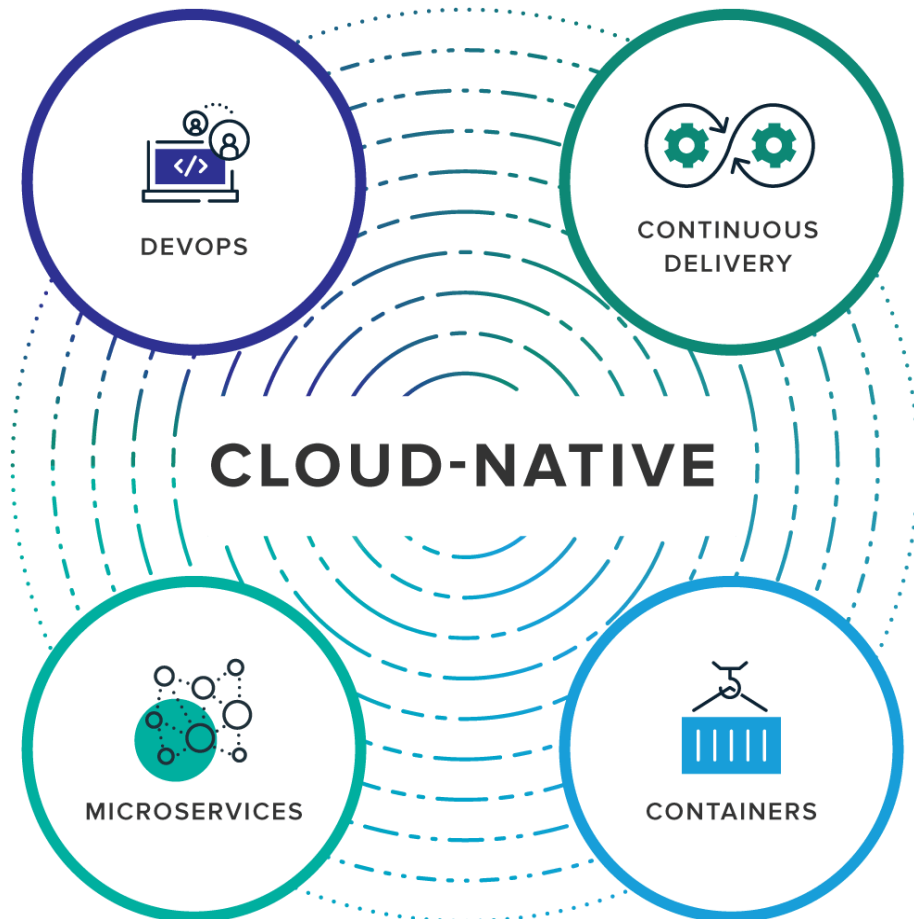
To enable banks (our customers) deliver customer delight to their customer at the **lowest TCO**



Our Strategy for Growth



Latest Technology Architecture

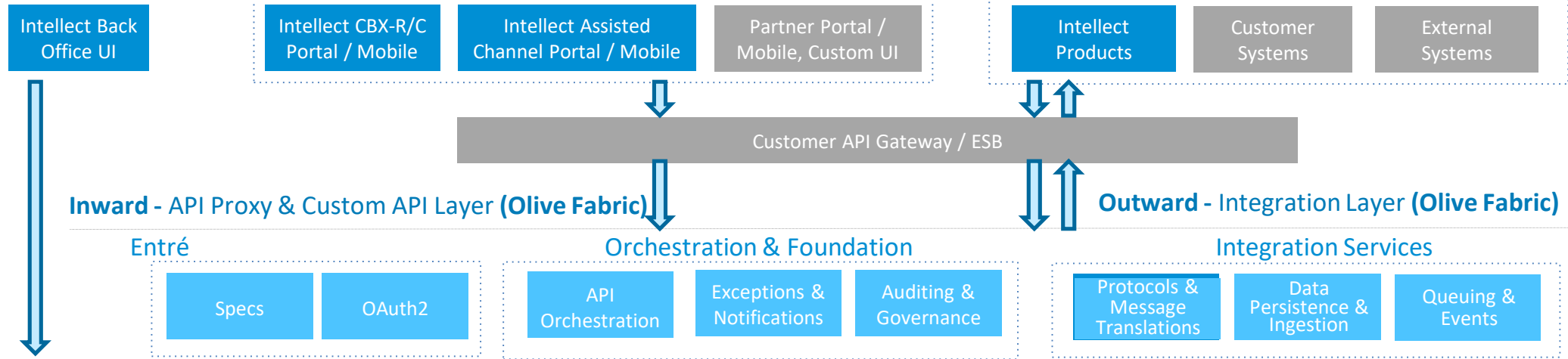


- ✓ **Microservices** architecture
- ✓ **Container technology** for deployment flexibility and scaling
- ✓ **Continuous delivery:**
- ✓ **DevOps** culture
- ✓ Cloud agnostic
- ✓ Private , Public and Hybrid cloud models

Architecture Blueprint

UI / Channels

Other Systems



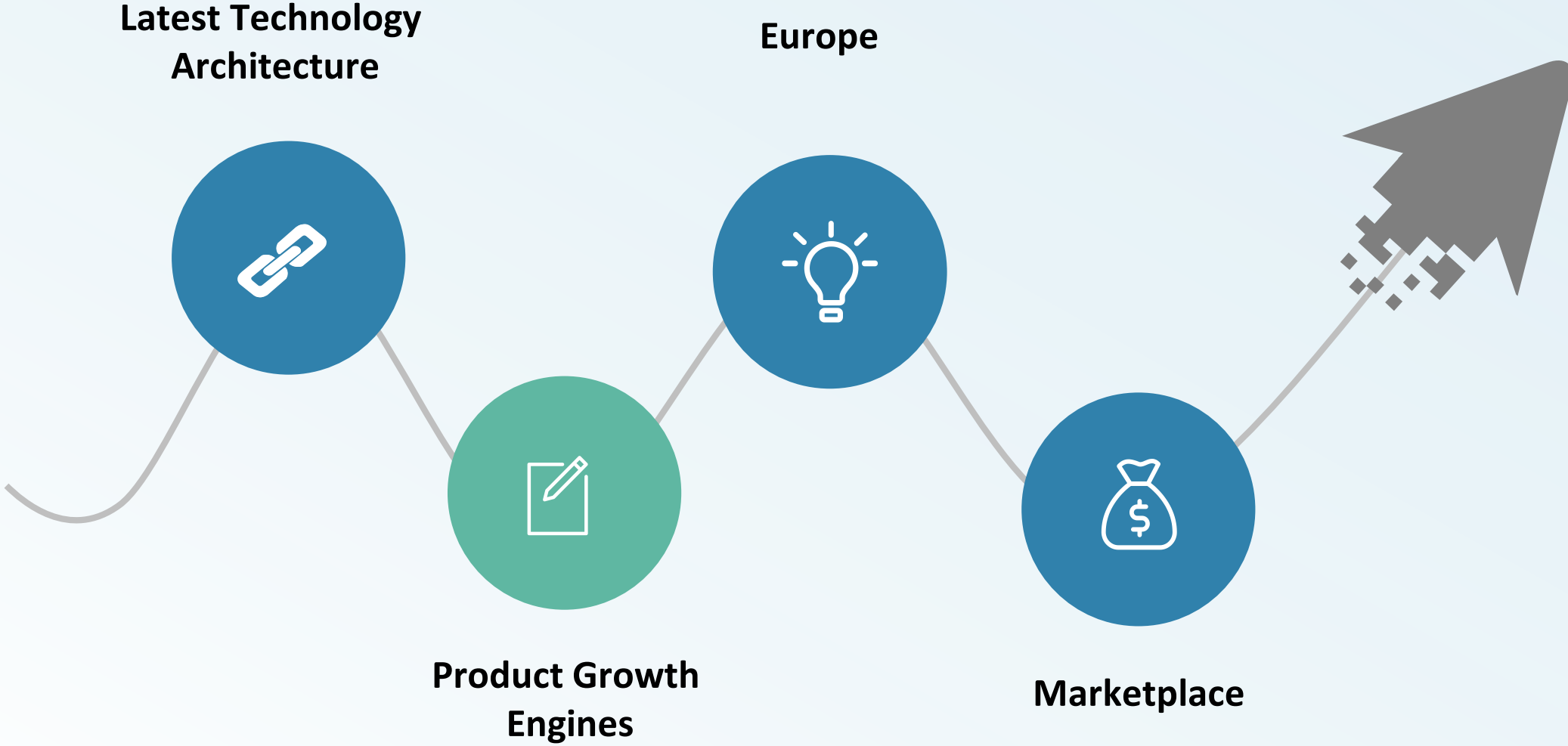
Microservices



Backend / Cloud Services



Our Strategy for Growth

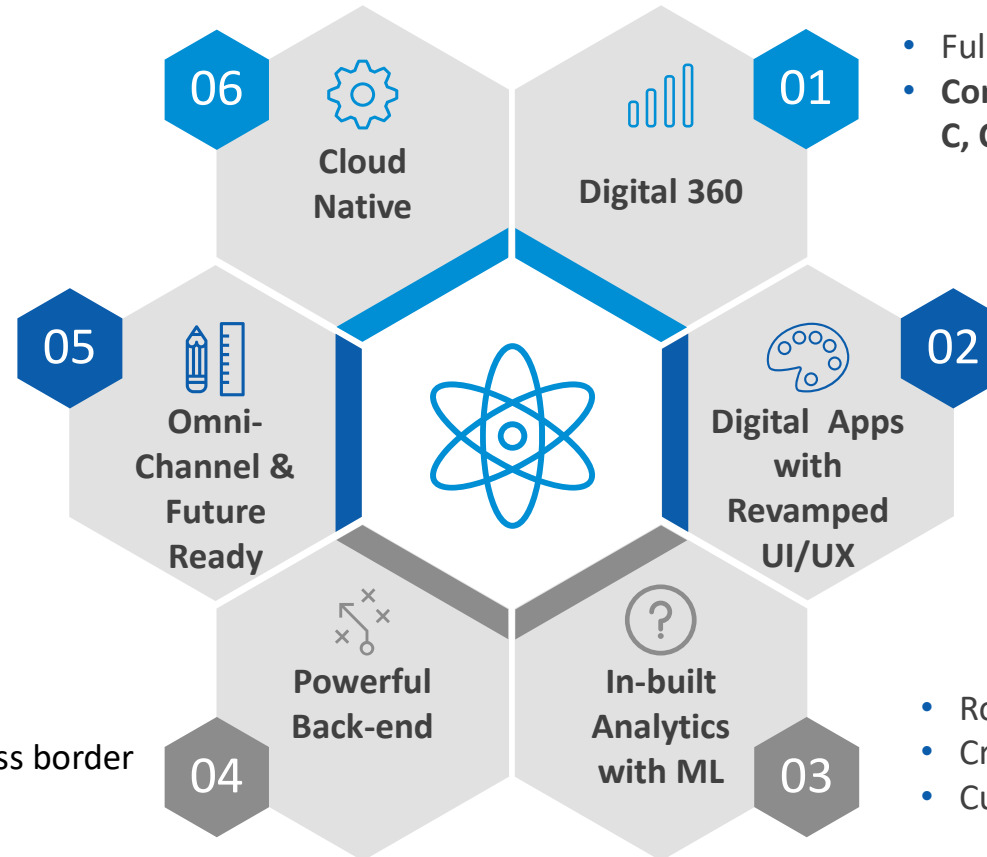


Product Growth Engine 1 : IDC 21

- **CSP Agnostic** (AWS, Azure, IBM)
- **Composable Business components**
- **BIAN Compliant APIs**

- **Scalable Architecture-Capacity on Demand**
- **Enhanced BPM**

- **Enterprise wide Pricing Engine**
- **Product Bundling**
- **Payment Hub for P2P, Domestic & Cross border with Europe readiness.**
- **Multi Lingual Statements**



- Fully integrated product suite
- **Composable Services - Deposits, Teller, GL, CASA, CBX-C, CBX-R, IDL, Trade Finance, AML & Treasury**

- **Apps for retail & corporate banking**
- **Completely Decoupled & Refreshing UI**
- **Less clicks - Revamped UX**

- Role based **Contextual Dashboards**
- Cross sell/upsell using **Predictive Analytics**
- Customer 360° view

IDC 21 - Composable. Contextual. Open API. Cloud Native

IDC 21: Packaged Business Capabilities and APIs



01

A total of **100 PBCs** are supported by Intellect Digital Core through Intellect and 3rd parties and partners.

02

927 Externalized APIs with 842 being Self Sourced and 85 are partner APIs

03

BIAN Compliant APIs

IDC 21 Differentiators - Analyst View

Breadth of Functionality across Core, Lending, Trade and Treasury (Celent ABCD Vendor view 2019)

Modern Architecture (Forrester Wave 2020)

Recognized for API, Microservices (greater than avg numbers) and Open banking (Gartner MQ 2019)

Flexible Vendor (Forrester Wave 2020)

Excellent Customer Feedback (Gartner, Forrester, Celent and IDC)

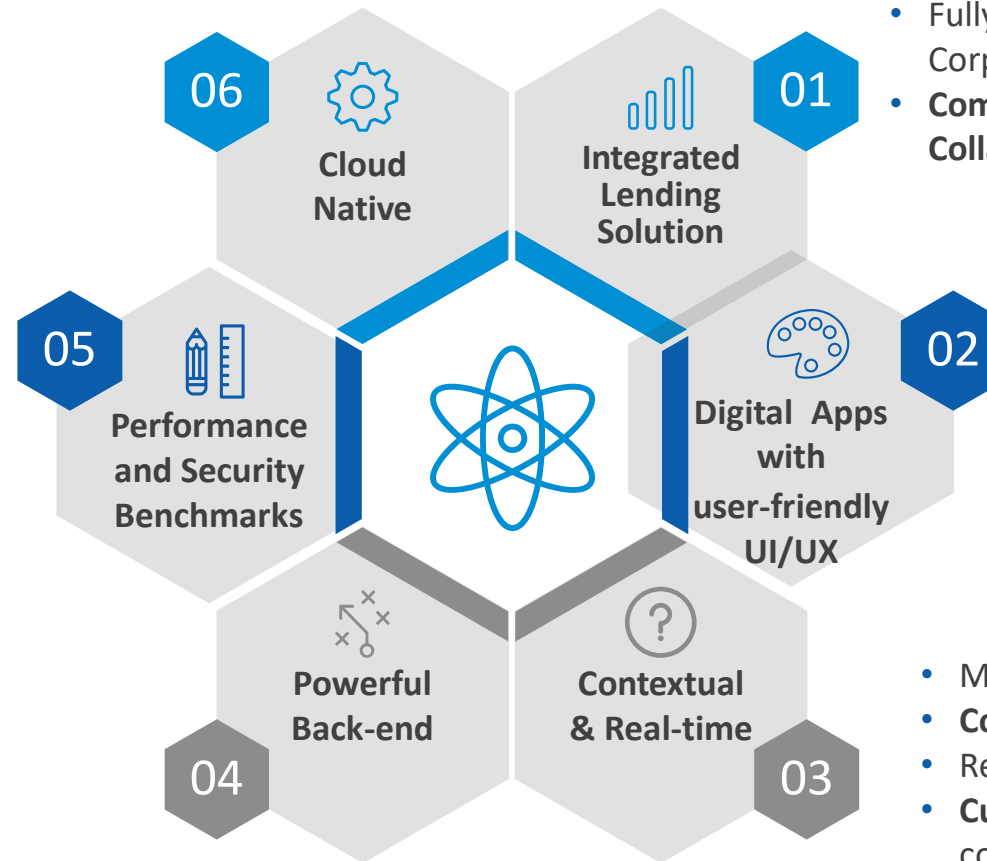
Operations is a bright spot and Maintenance cost one of the lowest (Gartner 2020)

Product Growth Engine 2 : IDL 21

- Containers based deployment managed by Kubernetes for extreme scale
- **Multi-Tenant & Multi-Lingual**

- **5-minute Critical EOD for 1.2 Million Loans**
- **Key APIs benchmarked for 400-600 TPS**

- **Industry standard workflow engine**
- **Powerful Business Rules Engine**



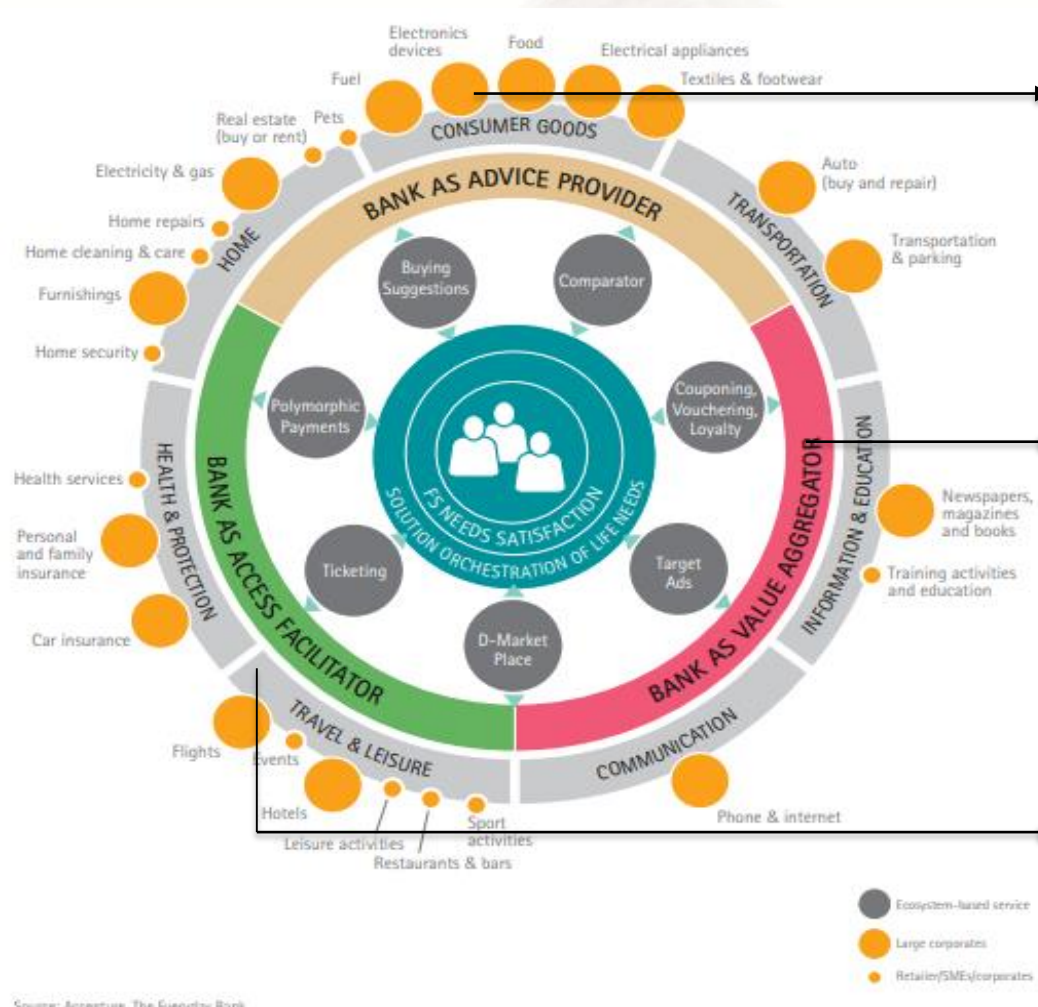
- Fully Integrated Lending Suite across Retail, SME and Corporate
- **Composable Components– Origination, Loan Mgmt, Collateral & Limits Mgmt, Debt Mgmt.**

- **Apps across loan life-cycle** - Digital Agency, Digital Collector, RM Tablet on-boarding
- GPS and Geo-coding enabled apps

- ML based Credit risk analyst
- **Contextual** Data Capture
- Real-time exposure monitoring and tracking
- **Customer 360°** view across exposure limits and counter-party

IDL 21 - Composable. Contextual. Open API. Cloud Native

Product Growth Engine 3 : Digital Bank



Source: Accenture, The Everyday Bank




DNA of a Lifestyle Digital Bank

Product Growth Engine 4 : Quantum Banking



Banking Services 1




Government Services 2



Enterprise General Ledger 3



Currency and Vault Management 4




Collateral Management 5




Credit/Market Operations 6




Depository & Public Debt Management 7



Treasury & Risk 8



Trade Finance 9



National Payment Systems 10

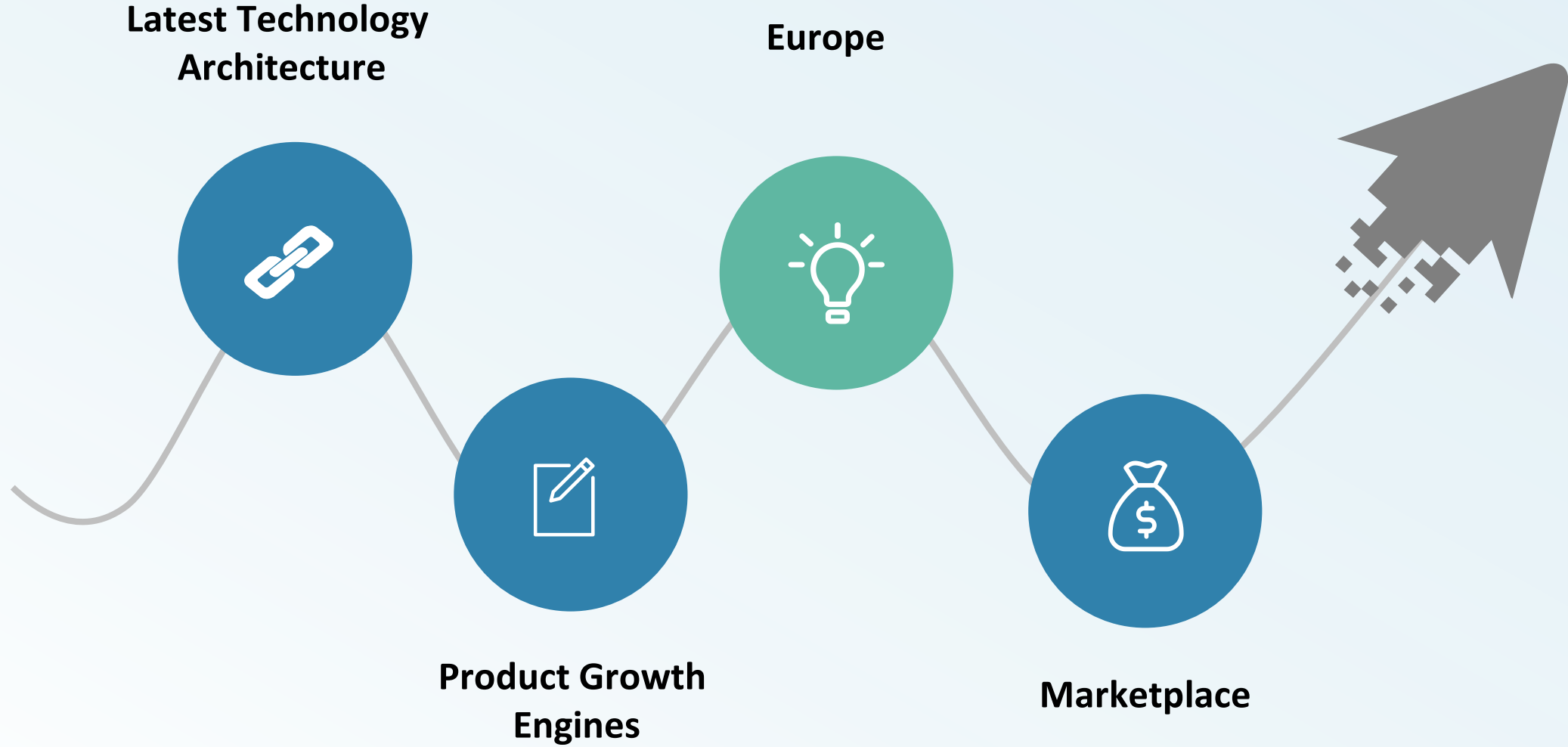


National Level Credit Aggregation & Reporting 11



Cross Border FX Transaction Management 12

Our Strategy for Growth



Europe Strategy



1 Building Solution, Delivery and hosting capabilities in Germany and UK

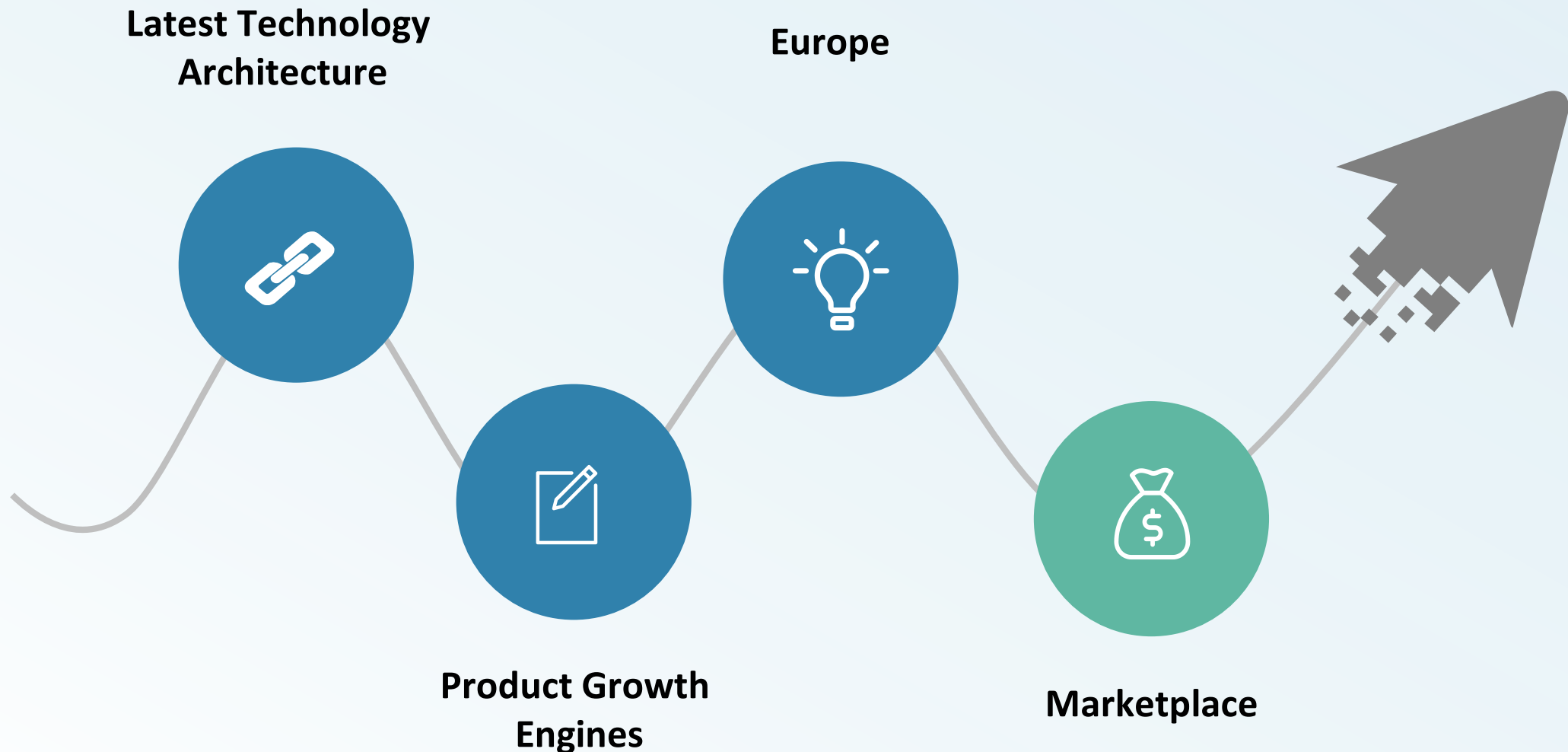
2 2 Marquee clients – Cater Allen and Otto. Last 2 in many deals

3 Fully Hosted IDC Solution in AWS Germany and UK

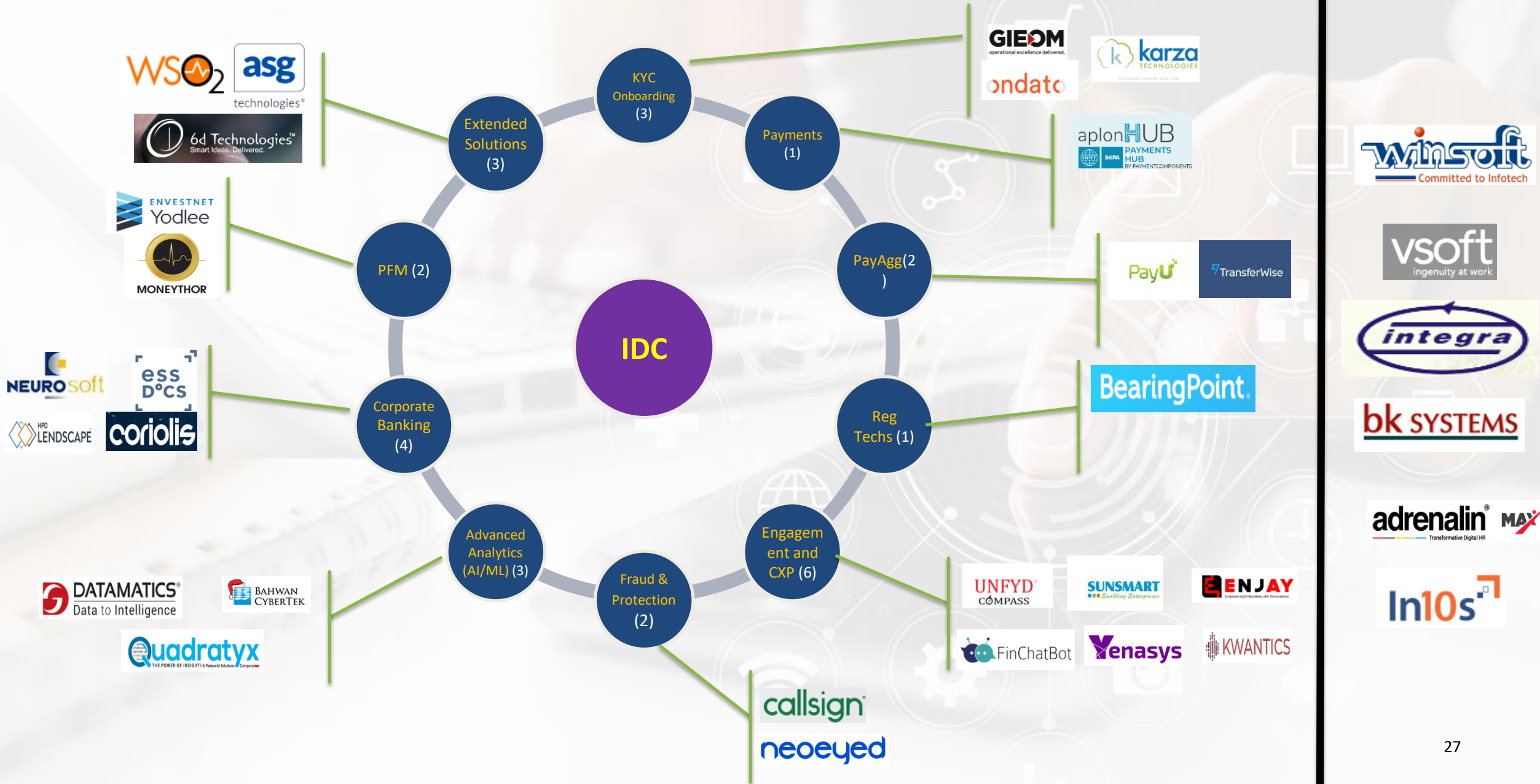
4 Regulatory, open Banking , PSD2 Compliance

5 Kredit 360 Launch in Europe

Our Strategy for Growth



Intellect Marketplace | A Banking Operating System



Chapter 3

Why Intellect



Proven at Banks
of all Sizes,
across all Geographies

Why Intellect ?



**Breadth of
functionality**



**Open API and Cloud –
Native Architecture**



**Domain
Expertise**



**Agile
Implementation**



**Deal Intensity &
Customer Referenceability**



**Marketplace &
Ecosystem Thinking**

Why do we win ?

Traditional Vendors

1. Architecture
2. Breadth of Functionality
3. 10 - 15% TCO benefit
4. Deal Intensity



NEO Vendors

1. Domain Expertise
2. Breadth of Functionality
3. One Stop Vendor
4. Customer References

Ready for SaaS Acceleration



India



Canada



UK



Germany



Dubai

Hosting
Capabilities

Cloud Ready Products

IDC, IDL, CBX

Private Data
Centres

AWS

Microsoft Azure

IBM FS



Private & Public
Cloud

The Winning Combination

**Breadth of
Functionality**

+

Architecture

+

**Domain
Expertise**

=



Chapter 4 | Case Studies

**Tier 2 Bank in
North America**

**Large Retailer in
Europe**

**Bank of
Mozambique**

Tier 2 Bank | North America

Case Study

About

- Currently, serving only the Credit Unions
- Serving 5 million plus members

Intellect Products

- Customer On-boarding
- Intellect CBX R
- Intellect CBX C
- Commercial Loan Origination
- Intellect Olive Fabric

Objectives

- Enable bank to launch a digital bank, and digitally deliver the right client experience to the customers
- Broaden customer service offerings to direct customers
- Build a future-ready micro services, cloud native architecture

Large Retailer | Europe

Case Study

About

- Germany's leading online shopping marketplace
- One of the biggest E-com players in Europe
- Handling over 40 Million invoices and 20+ million e-com loans

Intellect Products

- Loan Life Cycle Management
- Dunning
- Refinancing
- Factoring
- Accounting Engine
- Partner Settlements

Objectives

- Complete digitization of credit business
- Scalable cloud architecture to support growing volumes
- Handle wide range of sales finance products with Factoring and Refinancing arrangements
- One Common Credit Platform to manage both B2B and B2C Business processes

Bank of Mozambique | Africa

Case Study

About

- Banco de Moçambique) is the Central Bank of Mozambique.
- Bank reported Reserves of \$2300 million (2019)
- Governs 22 Commercial Banks in the Country
- Operates 2 Branches and 11 Offices

Intellect Products

- Intellect Quantum Core
- Intellect Treasury
- Intellect Adrenalin HRMS

Objectives

- Replace Legacy System built on SAP
- Standard Product with Best Practices
- Harvested from Intellect Expertise
- Reduce multiple interfaces. Consolidate Middleware with Olive Fabric
- Enable Online Access to Ministry of Economy and Finance & 19 Commercial Banks through Portal

CHAPTER 5



Summary

Summary



1. After Calibrated growth for the last couple of year, we believe this is the **inflection** year for Retail Banking Business. All engines of the business firing : Solution, Execution, Engineering & Customer support
2. Three products: IDC, IDL & QCBS have hit critical mass.
3. Europe will continue to be a Star performer, validating our strategy.
4. Healthy Pipeline. Last 2 in several deals

Overall cautiously optimistic about 2021-22 and strongly optimistic in the medium to long term

