

Intellect's eMACH.ai Custody implementation for one of the Top 10 Indian private banks



Custody

END-TO-END
CUSTODIAN SERVICES

Background

A leading private sector bank in India, recognised for its financial innovation and customer-centric services, was operating with complex custody systems that hindered seamless integration and scalability. These legacy systems resulted in operational inefficiencies, limiting the bank's ability to optimise processes, enhance customer experience, and maintain its competitive edge.

Business Need



Scalability Challenges

The bank's rapidly increasing volumes necessitated a more efficient and automated system to manage growth.

Operational Efficiencies

Manual processes blocked the bank's ability to optimise operations, leading to a pressing need for technological advancement.



Enhanced Client Servicing

To meet evolving customer expectations, the bank required a robust solution that would enable better client servicing and improve overall customer experience.

Solution Implemented

- 1 Web-based platform enabling seamless "Client Self-Service" capabilities.
- 2 Straight Through Processing (STP) for efficient deal clearing and settlement.
- 3 Comprehensive support for various corporate action events (e.g., Bonus, Stock Dividend, Bond Interest).
- 4 STP integration with Core GL system for optimised operational efficiency and streamlined workflows.
- 5 Highly configurable billing and charging module for flexible financial management.
- 6 Industry-standard SWIFT messaging for secure and reliable communication.
- 7 Secure handling and management of physical securities through the Vault module.

Outcome



The bank has achieved a monumental 100-fold increase in system capacity, empowering the institution to handle exponentially larger volumes of transactions and data.

eMACH.ai

By leveraging the eMACH.ai (Events, Microservices, APIs, Cloud, Headless and artificial intelligence) architecture, the bank has successfully enriched system functionalities, significantly reducing manual activities and enhancing operational efficiency.



Clients now enjoy real-time access to critical data such as transactions, holdings, and corporate actions.



Clients can now conveniently self-download various reports, fostering a seamless DIY experience with the help of our eMACH.ai architecture.

Best Practices Followed

- ▶ Agile methodologies were employed to ensure seamless implementation, facilitating interactive development, continuous improvement, and swift adaptation to changing requirements.
- ▶ Comprehensive mock runs and parallel go-lives were conducted to validate the solution, mitigate risks, and guarantee a smooth transition.
- ▶ Furthermore, CI/CD (Continuous Integration/ Continuous Development) pipelines were leveraged to automate testing, thereby ensuring rapid delivery, enhanced quality and minimised downtime.

About Us

IntellectAI offers a suite of contemporary artificial intelligence products and data insights triangulated from thousands of sources that take a strategic approach to tackling the biggest challenges for the wealth and insurance industries. Our underlying technology powers sophistication with simplicity, ensuring an engaging and insightful user journey. www.intellectai.com