

**The Client**

A new age private sector bank in India

**Service**

FSS Hosted Payment Services



➤ **CLIENT REQUIREMENT**

The client, a new age private sector bank in India, wanted to **establish a complete payments technology infrastructure** for its banking operations, within a short time frame.

➤ **FSS SOLUTION**

Leveraging its strong domain expertise, FSS implemented a comprehensive payments technology platform **within 3 months** from date of scope sign-off, facilitating seamless operations for the client.

➤ **RESULTS**

FSS successfully established an end-to-end payments technology environment, **accelerating time-to-market** for the client, while streamlining operations for maximized agility and optimized costs.

**FSS' integrated 'Payment-in-a-box' solution delivers customer delight and enables seamless operations for a new age private sector bank.**

FSS establishes an end-to-end payments technology infrastructure - with services ranging from EFT Switching, Debit Card Management, and Reconciliation to Payment Gateway for E-Commerce and Aadhaar-enabled payments for Financial Inclusion.

**The Client**

The client is a new age private sector bank in India offering a wide range of personal, business, wholesale and Bharat banking services. Re-defining the basics of banking, the bank specializes in providing smart, personalized solutions and services, by placing customers at the heart of its business philosophy.

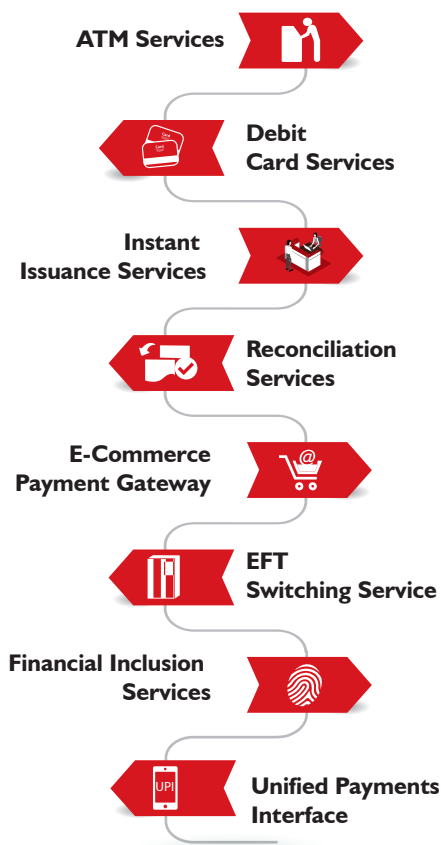
**Business Challenge**

A leading financial institution received a universal banking license from the Reserve Bank of India (RBI) with a mandate to start its banking operations from 1<sup>st</sup> October, 2015. The task of starting banking operations was complex and exhaustive, given they were a greenfield bank. The bank has aggressive growth plans and had to carve out a niche, while competing with other well-established private, public, and MNC banks in the country.

The bank was looking for a technology partner with extensive expertise in hosted payment services that could help them deliver a differentiated banking experience to customers.

FSS emerged as an ideal & holistic technology partner for the bank's requirements, given its extensive domain expertise, ready-to-use infrastructure, and innovative solutions. Its ability to provide a wide range of payment services for a number of large banks in India and abroad since inception was one of the prime reason for the bank to trust FSS.

## Scope of FSS Hosted Services



“ FSS's leadership position in hosted services, its profound knowledge in payments technology along with their understanding of the Indian banking industry enabled us to deliver a robust technology payments platform in India. ”

-COO, A new age private bank

## About FSS

FSS is a payments technology leader. The company powers the payments initiatives of leading banks, financial institutions, processors, merchants, governments, corporates and regulatory bodies across the globe covering both retail and wholesale business segments. The company's end-to-end payments footprints spans across retail delivery channels such as ATM, POS, cards, mobile and internet as well as wholesale channels like mandate management and payments hub.

Headquartered in Chennai, India, FSS delivers business value to its clients via a diversified portfolio of software products, hosted payment services and software services.

FSS today has a worldwide presence with over 1800 employees in India, APAC, Middle East, Africa, UK/Europe, Americas.

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## The Solution

Leveraging its experience in establishing retail payment systems for various large banks, FSS ensured that the bank was ready to go live on the planned launch date. FSS employed an industry-proven systematic approach for business requirement gathering, infrastructure feasibility assessment, development, testing and implementation.

The scope of the holistic services included:

- **EFT Switching Services**
  - ATM, BNA and Kiosk driving, and ATM multi-vendor software
  - Host Interfaces with VISA, NPCI, MCI, ACS, CBS
- **ATM, BNA, Multi- Function Kiosk Deployment and Managed Services**
- **Card Issuance and Services**
  - End-to-end card lifecycle management solution for debit cards
  - Instant personalized card issuance at bank branches
- **Reconciliation Services**
  - Card transactions across multiple networks/channels
  - ATM cash reconciliation
  - E-Commerce and biller/aggregator transactions
  - End-to-end dispute management system
- **Financial Inclusion Services**
  - Enable processing of Debit and PIN transactions on Micro ATMs
- **E- Commerce Payment Gateway Services**
  - Enable end-to-end processing of Debit and PIN transactions and merchant on boarding on FSS payment gateway platform

The bank decided to partner with FSS again for the recently launched Unified Payments Interface initiative from NPCI, an instant ubiquitous payment platform for ecommerce, proximity and micro-payments.

## Benefits

FSS leveraged its strong domain expertise in hosted payment services to deliver several benefits to the bank, ranging from seamless banking operations to maximized agility, scalability, and cost optimization. Some of the key benefits are highlighted here:

- **Accelerated time-to-market:** FSS' ready-to-use automated and hosted platform, significantly accelerated the time-to-market. This enabled the bank to go **live in just 3 months from scope sign-off** and **reduced total cost of ownership (TCO)**
- **Robust risk management:** PA-DSS certified products, ISO 9001: 2008 certified processes, stringent data and operation policies, governance models, and a PCI-compliant environment assist FSS to ensure regulatory compliance and empower the bank to build customer trust
- **Innovative offerings:** To gain competitive advantage in the market, the bank wanted to delight its customers with innovative offerings. FSS lent complete support for the same - be it the launch of hybrid multi-function kiosks or launching top-of-the-line, highly-differentiated card variants
- **Comprehensive support:** FSS team's determination to align the processes with the bank's requirements while providing support for various last-mile operational and technical requirements enabled the bank to go live within the stipulated time period

Since its launch, the bank has been witnessing consistent growth in its operations and FSS continues to be its partner in this journey to success. We have put in place a robust payments technology infrastructure to deliver enhanced agility, security, and scalability to the bank and to support the bank through the subsequent phases of scale-up.