

Financial Routing System Delivered in Just 5 Weeks for International Bank

Challenge

In order to increase and maintain a high level of customer satisfaction and customer value, BancABC desired an application that would improve the banking experience for their customers. For this reason, the bank chose to give its customers the ability to view real-time account balance updates for both pre-paid and credit card financial services.

To enable this integrated account access disparate banking systems had to be integrated. It was critical that all data routed between the banking systems was securely encrypted. Intermediary systems could not store any encrypted data and only act as a message conduit, tracking, and performance management solution between their existing systems.

Solution

The Mendix platform was chosen to build an application to facilitate, manage and monitor the transport of request and confirmation transactions between a core banking system and a card management system by using complex workflow

rules to route each transaction correctly. Using the visual modeling capabilities of the Mendix platform, the bank's proprietary business rules and decision logic was implemented in only three weeks by a small team of two business engineers.

A dashboard has been provided to monitor cross-system transaction performance and maintain full process control. Support personnel can login, monitor and review successful and problematic transactions, as well as monitor and mitigate potential bottle necks.

Mendix includes an alerting and notification process for the event of message delivery failure or system unavailability. It automatically alerts responsible parties through SMS and email notifications when critical system failures occur, and when preconfigured failure thresholds have been reached. These failure thresholds are determined by BancABC and are easily configured within the application. The application contains several reports and dashboards associated with performance and history of the encrypted messages being sent and received.

Results

The Mendix app was delivered in five weeks, providing a secure transaction management and reporting system and offering a scalable connection between mission critical banking systems. It is centrally deployed and utilized by 53 retail bank branches in the countries of operation to provide customers with real-time banking information.

By increasing control and efficiency through automated processes, reporting along with alerts and notifications to support personnel, ABC Holdings has significantly improved customer satisfaction and retention while increasing competitiveness in local banking markets. Due to the flexibility of the Mendix App Platform, BancABC is able to react to changes in business requirements more easily and with minimal business interruptions. Most importantly, the bank is able to provide a competitive service to its customers faster than ever – cutting the time it took to deliver such an application by 90%.

“ The Mendix platform allowed us to save time and resources and deliver a critical financial system in record time. ”

Andrea Prazakova
Head Retail & SME Banking
BancABC

About BancABC

ABC Holdings Limited is the brand name of the company registered in Botswana, which has a primary listing on the Botswana Stock Exchange and a secondary listing on the Zimbabwe Stock Exchange. BancABC operates in Botswana, Mozambique, Tanzania, Zambia and Zimbabwe and has a group services office located in Johannesburg, South Africa.



Mendix helps enterprises achieve their digital goals. Our digital innovation platform empowers customers to bring new products to market, digitize customer engagement, and automate unique business processes. Facilitating an iterative, collaborative approach, the platform brings business and IT together to build and deploy innovative applications at the speed of ideas.

A recognized market leader, Mendix is helping hundreds of customers across dozens of industries achieve exceptional results. For more information, visit www.mendix.com and follow us on Twitter [@Mendix](#).