

CASE STUDY: JNBANK



MAKE IT HAPPEN



CASE STUDY: JN BANK

# Innovation that drives evolution

A more connected, efficient, and future-ready bank

Finance

15 months



## THE CLIENT Bank

**JN Bank** is one of Jamaica's leading financial institutions, with a strong track record of providing accessible, secure, and innovative banking services for individuals and businesses. As part of the Jamaica National group, its mission is focused on generating social and economic value for its clients and communities.

With a strong commitment to digital transformation, it constantly drives the evolution of its channels, products, and services to stay at the forefront of the Caribbean financial sector.





## THE NEED

# Evolving to lead

In a context of accelerated digital transformation in the financial sector, JN Bank needed to evolve its technology ecosystem to sustain its leadership and innovation. The challenge included maintaining and scaling its customer service platforms (home banking and mobile applications) along with fundamental tools for the internal work of its employees.

**New channels**

Development of home banking and mobile application focused on user experience.

**Operational efficiency**

Integration of legacy systems with new developments to reduce time and costs.

**Interoperable systems**

Decoupled services and standardized flows for efficient connectivity.

**Modular architecture**

Designed to facilitate maintenance and scalability.

## THE SOLUTION

# Forward-looking technology

We supported JN Bank in the evolution of its digital ecosystem, combining innovation, operational efficiency, and high-performance technological infrastructure.

A new user-centered environment that consolidates a connected, robust infrastructure ready to support the bank's growth and continuous transformation.

## TECH & TOOLS

### Functionalities

- 🌐 **Home banking platform:** secure access to accounts, payment management, transfers, and real-time transaction inquiries.
- 🌐 **Internal support and monitoring tools:** modules for customer service, account tracking, and transaction validation.
- 🌐 **Centralized systems integration:** consolidation of internal systems under a common business logic through decoupled services.
- 🌐 **Authentication and security management:** implementation of two-factor authentication (2FA) and role-based access control.

### Team


3 Backend Developers  
2 Frontend Developers  
1 PostgreSQL Specialist  
1 Team Lead  
1 IT Architect  
2 QA Testers





 **30%**  
technical support  
costs

**99.9%**  
uptime on digital  
platforms



## THE RESULTS

The technical approach enabled high levels of availability and operational efficiency, significantly reducing support costs and improving the experience for both users and internal teams.

This project not only modernized the bank's technological platforms but also laid the foundations for its continuous evolution in an increasingly dynamic and competitive financial environment.





Thinking about your next project?  
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[applicacorp.com](http://applicacorp.com) [info@applicacorp.com](mailto:info@applicacorp.com)  