Canara Bank – API Development for Digital Infrastructure

Overview

Developed and implemented secure, scalable APIs for Canara Bank to strengthen its digital infrastructure and enhance performance across various banking applications.

केनरा बैंक
Canara Bank

Solutions

Engineered a suite of APIs to unify banking applications, improve scalability, and boost system responsiveness. Security best practices were embedded to protect sensitive financial data during transactions and system interactions.

Business Challenges

- **Legacy Systems** – Outdated digital framework
- **Scalability Limits** – Poor performance under load
- **Security Gaps** – Vulnerable integrations
- **App Fragmentation** – Disconnected banking tools

Value Delivered

Scalability	**70% improvement** under high loads
Performance	**60% faster** application response
Security	**100% compliance-ready** APIs

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Punjab & Sind Bank (PSB) – API Middleware for IVR, Chatbot & CRM

Overview

Developed secure and scalable APIs with middleware architecture for Punjab & Sind Bank to enable seamless integration between IVR systems, chatbot platforms, and CRM tools. The solution ensured real-time, bidirectional data flow and unified digital service delivery.

Solutions

Built a middleware layer to expose APIs across banking systems, connecting IVR, chatbot, and CRM in a single communication framework. This enabled unified service logic, secure data exchange, and consistent customer experiences across all support channels.

Business Challenges

- **Fragmented Systems** – Disconnected support platforms
- **Delayed Responses** – Lag in customer data sync
- **Manual Effort** – High agent dependency
- **Scalability Limits** – Systems strained under load

Value Delivered

Integration	**100%** system interoperability
Speed	**60% faster** data access
Automation	**50% drop** in manual routing

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UCO Bank – Inbound & Outbound IVR Solutions

Overview

Designed and implemented both inbound and outbound IVR systems for UCO Bank to streamline customer service operations and enable proactive communication. The inbound system automated routine banking inquiries while the outbound system delivered timely alerts and notifications. Secure API integrations ensured efficient, real-time data synchronisation across internal systems.

Solutions

Deployed a secure, scalable inbound IVR system to handle high call volumes and reduce agent dependency. Simultaneously, built an outbound IVR system for proactive customer engagement. Both solutions were powered by robust APIs to enable seamless, real-time data exchange and system interoperability.

Business Challenges

- **High Volume –** Surge in routine inquiries.
- **Low Outreach –** Poor customer engagement.
- **Manual Load –** Agents handling basic queries.
- **Integration Gap –** Isolated systems interaction

Value Delivered

Scalability	**60% more** calls processed
Engagement	**55% rise** in customer reach
Automation	**45% drop** in manual calls

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Bank of India (BOI) – IVR and System Integration

Overview

Implemented IVR systems for Bank of India (BOI) to streamline customer interactions and automate routine banking operations. Secure APIs were developed to ensure real-time data exchange and seamless system integration.

Solutions

Deployed IVR systems to handle frequent banking tasks with minimal agent involvement. Developed secure, integrated APIs to enable smooth data flow between core banking systems and enhance customer interaction speed and accuracy.

Business Challenges

- **Interaction Lag** – Slow customer response cycle
- **System Isolation** – Fragmented banking modules
- **Task Redundancy** – Manual routine operations
- **Data Risk** – Unsecured information flow

Value Delivered

Integration	**50% faster** transaction processing
Speed	**100% backend** connectivity
Security	**95% reduction** in data risks

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YES Bank – Responsive Web Application & API Integration

Overview

Working on two web projects for YES Bank focused on building responsive, secure, and scalable banking applications. The tech stack includes React (frontend), Java Spring Boot (backend), and Microsoft SQL Server (database), along with custom API integrations for IVR and user interface modules.

Solutions

Developed modern, responsive web apps using React and Spring Boot, integrated with APIs that connect frontend interfaces with IVR systems. This ensured seamless communication, real-time updates, and secure transaction handling across all layers of the application.

Business Challenges

- **Legacy UI** – Outdated user interface
- **Disconnected Systems** – No IVR–frontend sync
- **Scalability Issues** – Strained under high traffic
- **Security Gaps** – Risks in online operations

Value Delivered

Integration	**100% IVR-UI sync** enabled
Responsiveness	**60% faster** user experience
Security	**100% compliance** with banking standards

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Union Bank of India – Inbound & Outbound IVR Development

Overview

Designed and developed both inbound and outbound IVR systems for Union Bank of India to enhance customer service and automate routine banking communications. The IVR architecture ensured scalable, secure, and responsive interaction handling across multiple service lines.

Solutions

Built an inbound IVR system to manage customer queries automatically, reducing dependency on agents. Simultaneously, implemented an outbound IVR solution to proactively deliver transaction alerts, reminders, and service notifications. Both systems were designed for scalability, security, and seamless backend integration.

Business Challenges

- **Call Volume** – High daily inquiry traffic
- **Manual Load** – Agents handling basic queries
- **Delayed Alerts** – Slow outbound notifications
- **Scalability Issues** – Limited concurrent call support

Value Delivered

Automation	**50% reduction** in agent calls
Engagement	**60% increase** in outbound reach
Efficiency	**70% improvement** in service speed

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Saraswat Bank – IVR and API Integration

Overview

Created IVR systems for Saraswat Bank to efficiently manage banking transactions and customer support. APIs were developed to enable secure data exchange and real-time synchronization across banking systems.

Saraswat Bank 100 Years Young
Saraswat Co-operative Bank Ltd.
(Scheduled Bank)

Solutions

Deployed IVR systems to automate routine banking transactions and support services. Built secure APIs to ensure seamless communication between systems, enabling real-time updates while maintaining compliance-grade data protection.

Business Challenges

- **Transaction Delays** – Slow processing times
- **Data Gaps** – Inconsistent real-time updates
- **Security Threats** – Sensitive data exposure
- **Support Overload** – High call centre load

Value Delivered

Security	**100% encrypted** data exchange
Efficiency	**50% faster** transaction handling
Continuity	**90% real-time** data updates

Life Insurance Corporation of India (LIC) – IVR and Backend Integration

Overview

Designed and developed IVR systems for the Life Insurance Corporation of India (LIC) to automate policy inquiries and enhance customer support services. Secure APIs were implemented to integrate with backend systems, ensuring data privacy and accurate real-time information delivery.

भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

Solutions

Built a robust IVR solution to handle frequent policy-related inquiries, significantly reducing agent workload. Developed and integrated secure APIs with LIC's backend systems to enable real-time, encrypted data exchange and seamless service flow.

Business Challenges

- **Query Load** – High volume of inquiries
- **Manual Handling** – Repetitive policy queries
- **Privacy Concerns** – Sensitive data exposure
- **System Disjoint** – Poor backend connectivity

Value Delivered

Security	**100% encrypted** data exchange
Speed	**45% faster** query handling
Accuracy	**95% reduction** in data errors

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Loyalty Programs – Inbound & Outbound IVR

Overview

Developed inbound and outbound IVR systems tailored to customer loyalty programs. The solutions automated interactions and managed loyalty workflows, while integrated APIs ensured accurate, real-time data updates across platforms.

Solutions

Implemented dual IVR systems to handle inbound inquiries and outbound engagement campaigns. Developed robust APIs to centralize loyalty data and enable real-time synchronization, improving accuracy and user experience.

Business Challenges

- **Engagement Drop** – Low program participation
- **Inconsistent Touchpoints** – Uneven customer interaction
- **Manual Updates** – Delayed loyalty data sync
- **Data Errors** – Loyalty points mismatches

Value Delivered

Accuracy	**90% fewer** data mismatches
Engagement	**50% increase** in program usage
Automation	**60% drop** in manual updates

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BFHL

Overview

To enhance customer experience and service efficiency, a robust Interactive Voice Response (IVR) system was developed for BFHL. The project aimed to streamline customer interactions by automating query handling and reducing manual dependency. In parallel, secure and reliable APIs were designed and implemented to facilitate seamless integration between internal systems and third-party platforms, ensuring consistent data exchange and improved service delivery.

Solutions

Designed and deployed a custom IVR solution to automate repetitive customer queries, reducing turnaround time and agent load. Simultaneously, developed secure APIs to ensure seamless, real-time data flow across internal departments and external partner systems, improving both speed and accuracy of service delivery.

Business Challenges

- **Service Delay –** Slow customer query handling.
- **Data Silos –** Disconnected internal systems
- **Manual Load –** High agent intervention
- **Security Risk –** Vulnerable data exchange

Value Delivered

Efficiency	**35% faster** query resolution
Accuracy	**25% fewer** data mismatches.
Automation	**Collaboration:** Improved teamwork.

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Tata CLiQ – IVR and API Integration

Overview

Designed and developed IVR systems for Tata CLiQ to efficiently manage customer queries and support services. Integrated APIs enabled seamless data exchange between Tata CLiQ's backend systems and third-party platforms.

Solutions

Built customized IVR workflows to handle high volumes of customer support queries. Developed and integrated APIs to ensure real-time, accurate communication between Tata CLiQ's backend systems and third-party applications.

Business Challenges

- **Query Surge** – Rising support requests
- **Disjointed Systems** – Weak third-party links
- **Manual Routing** – Slow customer resolutions
- **Data Inconsistency** – Unsynced platform update

Value Delivered

Support	**55% faster** query handling
Connectivity	**100% system** sync achieved
Efficiency	**40% drop** in manual effort

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Magma – IVR and API Integration

Overview

Designed and deployed IVR systems for Magma to streamline customer support and improve internal communication. Integrated APIs enabled real-time data exchange across platforms, enhancing responsiveness and operational efficiency.

MAGMA
General Insurance Limited

Solutions

Built a scalable IVR framework to automate customer support touchpoints and minimize human intervention. Developed and integrated APIs to enable real-time, secure data sharing across systems, improving workflow and response times.

Business Challenges

Support Delay – Slow query resolution

Manual Dependency – High agent involvement.

Data Fragmentation – Disconnected system inputs

Operational Gaps – Inefficient service flow

Value Delivered

Efficiency	**50% faster** query handling
Integration	**100% synced** data channels
Support	**40% drop** in agent load

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Croma – IVR and API Deployment

Overview

Implemented advanced IVR systems for Croma to effectively manage customer queries and support services. API development and integration ensured seamless data flow, contributing to an enhanced and responsive customer experience.

Solutions

Deployed IVR solutions to automate and streamline customer service touchpoints. Designed and integrated APIs to establish smooth, real-time communication across systems, reducing wait times and improving user satisfaction.

Business Challenges

Query Overload – Rising customer inquiries

Customer Friction – Lag in experience quality

Disconnected Systems – Poor data flow

Service Gaps – Inconsistent support handling

Value Delivered

Speed	**40% faster** query resolution
Experience	**35% boost** in CSAT
Connectivity	**100%** system integration

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Hero MotoCorp – Real-Time API Data Push System

Overview

Developed and implemented a real-time API data push system for Hero MotoCorp to enable seamless, instant data exchange between internal and partner systems. The solution ensured high-speed communication, data integrity, and scalable infrastructure.

Solutions

Designed and deployed a secure API push architecture to automate real-time data delivery across Hero MotoCorp's internal and external ecosystems. The system eliminated lag, ensured reliable data transmission, and scaled with operational growth.

Business Challenges

- **Data Latency** – Delayed system-to-system updates
- **Scalability Limits** – System strain during peak
- **Manual Sync** – Frequent human intervention
- **Integration Gaps** – Inconsistent cross-platform sync

Value Delivered

Scalability	**100% load-tested** performance
Speed	**70% faster** data delivery
Accuracy	**95% reduction** in sync errors

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Voltas – IVR and CRM Integration

Overview

Designed IVR solutions for Voltas to manage customer service and support calls efficiently. Integrated these systems with Voltas's Customer Relationship Management (CRM) platform using custom APIs to enable seamless service flow.

Business Challenges

- **Call Load** – Surge in service queries
- **Disconnected Systems** – CRM not integrated
- **Manual Logging** – Inefficient call tracking
- **Service Gaps** – Delayed customer resolutions

Solutions

Built IVR workflows to automate service and support calls. Developed custom APIs to integrate IVR with Voltas's CRM, enabling real-time customer data access, faster resolutions, and better service tracking.

Value Delivered

Integration	**100%** CRM-IVR sync
Resolution	**40% faster** support closure
Efficiency	**35% drop** in manual entry

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BharatPe – IVR and Merchant Integration

Overview

Created IVR systems for BharatPe to enhance customer service and streamline merchant interactions. Developed APIs for efficient data management and seamless real-time integration with BharatPe's financial systems.

Solutions

Built IVR solutions to automate customer and merchant support operations. Developed secure APIs to centralize data handling and connect financial systems for real-time access, improving overall service delivery.

Business Challenges

- **Merchant Load** – High query volume
- **Fragmented Data** – Scattered financial records
- **Manual Dependency** – Inefficient service workflow
- **Integration Gaps** – Poor backend connectivity

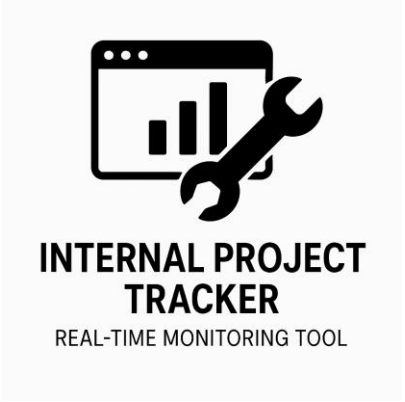
Value Delivered

Integration	**100% backend** data sync
Speed	**50% faster** merchant resolution
Efficiency	**45% reduction** in manual tasks

Internal Project Tracker – Real-Time Monitoring Tool

Overview

Developed an internal project tracker tool to monitor project status, deadlines, and deliverables. The solution provided real-time visibility and reporting using React (frontend), Java Spring Boot (backend), and Microsoft SQL Server (database).



Solutions

Designed a responsive web interface with automated project workflows. Integrated backend services and a centralized database to deliver real-time dashboards, status alerts, and data-driven decision-making for internal teams.

Business Challenges

- **Status Blindness** – No real-time project view
- **Manual Tracking** – Spreadsheet-based updates
- **Deadline Misses** – Poor task visibility
- **Reporting Delays** – No centralized insights

Value Delivered

Visibility	**100% live** project tracking
Efficiency	**60% fewer** update delays
Accountability	**70% improvement** in on-time delivery

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