



Mobile Banking solution for secured & reliable data transfer using SAP integration



About Client



Business Requirement



Our Solution



Business Outcome

COUNTRY
India

INDUSTRY
Banking



About Client

A leading multi-state credit co-operative bank in India, providing secure financial services and products, has 800+ branches across the country with 2 million members, 3.7 lakh advisors, and more than INR 8000 crore of deposits. It has been successful in extending financial services to low-income, rural areas where penetration is traditionally poor. They hold the honor of being one of the first computerized banks in India. They have been at the forefront of technology innovation with their fearless approach leading them to become the only credit co-operative bank in India with its own mobile application, accounting for over 99% of business transactions.



Business Requirement

- Provide wide access to predominant rural consumers, designing mobile banking applications
- Upgrade the legacy system that was unable to provide intended results within a set time frame
- Build a scalable and flexible system to handle future growth and adopt fast-changing business requirements
- A solution to address the privacy of data across customer data points with highly secure architecture while ensuring the efficiency, scalability, and accuracy of the SAP solution
- SAP PI integration with SAP cloud, PI (Process Integration) integration with mobilizer, and ERP
- Enable faster customer onboarding process and reduce manual documentation
- Enable SAP PI as a middleware for data transaction





Our Solution

- A solution designed to handle 2 million+ customer transactions and bring them onto a digital platform
- Developed two mobile applications: a member application and an agent application where users could easily connect and operate their bank accounts digitally
- On the business end, an SAP solution was designed to handle high-volume transactions
- To integrate web services using XML data transfer between external/mobile applications and SAP back-end systems using SAP middleware
- Customized the bank processes to XML bank statement formats

- Effective, accurate, and efficiently managed payables and receivables
- Processed multiple types of electronic fund transfers like online insurance payments, credit, deposit, fund transfers, and loans
- Simpler Credit and debit card processing
- Faster Third-party payment gateway processing





Business Outcome



Flexibility to identify, expose and mobilize customer centric information to the agents, customers, depositors, and account holders



A standard mechanism for developing and deploying mobile applications and management information system, for the backend ERP system



Easy availability of information regarding customers and accounts



Simplified mobility with less complexity of developing and deploying mobile applications



Empowered IT with innovative applications for task and knowledge workers that need mobile access to enterprise information



Accelerated the creation of business process mobilization and integration without the need for development resources



Significantly accelerated deployment of mobilized business processes



Established in 2000, Cygnets Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnets Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnets Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnets Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.



Cygnets DES is a partner to clients in the competitive market space and deploys a consultative and customer-centric approach. Its solutions range from standalone bespoke development and managed services to building connected ecosystems across the enterprise and developing smart systems by leveraging emerging technologies like AI, Blockchain, and Hyperautomation.

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