HEXAWARE

Client Impact Series

Banking Technology Solutions

Banking capabilities and case studies for a digital-first, data-driven future.

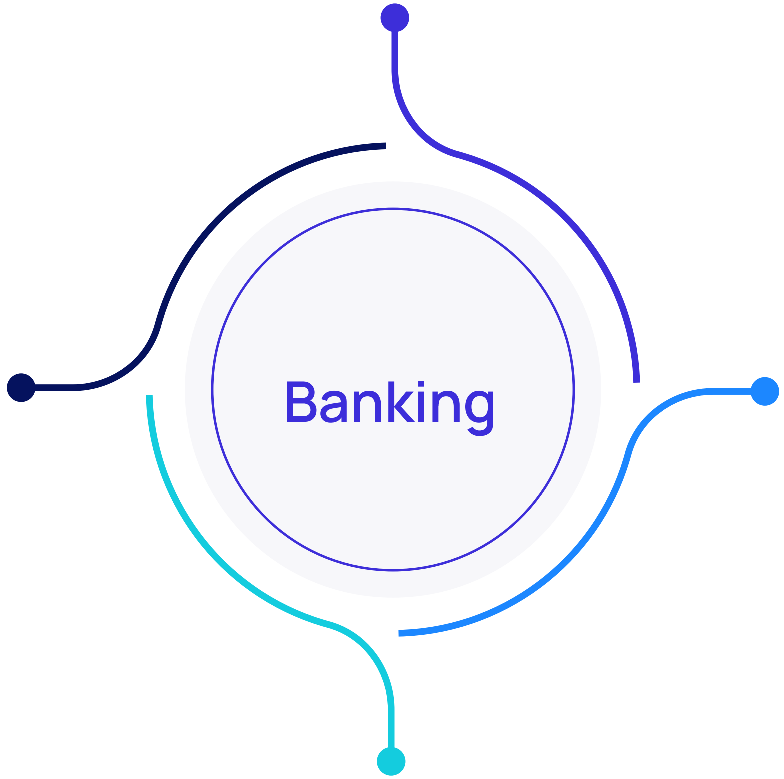
Focus Areas

Payments

Redefine payments for efficiency and security. Streamline processes to enhance customer experiences in an evolving digital landscape.

Lending and Mortgages

Overcome lending challenges. Capitalize on data, personalize offerings, and master risk assessment for optimized revenue and accelerated growth.



Digital Banking

Embark on your digital transformation journey with our experts. Combine technology and human touch for customer-centric innovation.

Retail Banking

Elevate retail banking with fintech collaborations. Reimagine experiences through AI-driven decisions, frictionless onboarding, and innovation.

Our Solutions: Hexaware PaymatiX™

A unified data, analytics, and visualization platform for retail banking and payments that generates powerful insights and delivers them as analytics-as-a-service and data-as-a-service.

Key Features

Composable architecture to align with your organization's technical landscape

Comprehensive, unified data model that covers financial institutions' data needs

Hyper-personalized dashboards for persona and user-level personalization

Built in analytical layer for real-time dashboards and reports

Dashboards

Descriptive—As-is View

Analyze spend pattern details based on region, segment, state, and drops in spend.

Predictive—Forecasting View

Predict spend patterns to track customer spending habits and prepare assertive actions for the future.

Prescriptive—Actionable Insights/ View

Recommend credit limits to keep customers satisfied by providing financial flexibility at the right time.

Augmented—ML Ops View

Monitor churn rate to keep customers engaged with your products.

Supported Platforms

Our Solutions: Regulatory Reporting

Hexaware's regulatory reporting solution leverages the agentic AI architecture to develop a multi-level agent ecosystem designed to handle tasks categorized under various functional subheads. It features an intuitive interface that enables risk analysts and reviewers to interact seamlessly, fostering a fully integrated and intelligent workflow.

Key Features

- AI-driven agents that can effectively take on the role of risk analysts, automating decision-making and analysis.
- AI assistant to enhance report generation efficiency and reduce turnaround time (TAT).
- Continuous agent monitoring to ensure consistent performance and reliability.
- Modular architecture that allows rapid enhancements and scalability.
- Regulatory adaptability with the ability to incorporate updates based on regional and country-specific requirements.
- Proactive and adaptive workflows designed to handle new scenarios and reporting needs seamlessly.
- Smart report generation that minimizes delays and reduces the risk of human error.

From 1**2 days** to **60 minutes,** with **100% accurate** results.

Our Solutions: Machine Learning as a Service (MLaaS)

Hexaware's ML as a Service framework follows a three-step approach that leverages a data-driven pattern repository (DDPR) to help organizations make informed decisions.

Step 1
Understand the Foundation

- Integrate data sources for seamless collection of transactional data
- Understand the data landscape
- Identify the key domain areas
- Create a hub for analytical data

Step 2
Discover Insights from Data

- Classify the transactional data
- Identify the key data flows
- Analyze datasets to uncover patterns

Step 3
Build and Automate

- Utilize a data mesh to build a domain-centric data pattern repository
- Develop ML models based on the identified patterns
- Detect anomalies
- Create a continuous feedback loop

Our Solutions: Financial Crimes Prevention

Know Your Customer (KYC)

- Customer identification
- Customer onboarding
- Unique customer ID
- Watchlist maintenance
- Customer screening
- Customer risk scoring
- Transaction screening
- Customer due diligence
- Enhanced due diligence
- Anti-bribery and corruption
- Risk review and refresh
- Customer offboarding

Detection and Monitoring

- Transaction monitoring
- Monitoring intelligence
- Segmentation and thresholds
- Alert generation
- Alert scoring and rollup
- Case generation
- Case review
- Case investigation
- Case escalation
- Case closure
- Case and alert metrics

Reporting and Investigation

- Regulatory reporting
- Customer risk reporting
- Suspicious activity reporting
- Data intelligence (ad-hoc reporting)
- Data concern reporting

North American multinational banking and financial services corporation

Transforming the Payments Landscape with Analytics, Cybersecurity & EUC Remediation

- Delivered analytics services and a payments data warehouse for the payments and credit cards business in a secure, fully hosted environment, managing personally identifiable information (PII) and a 1.5 petabyte data load.
- Introduced predictive analytics and decision support for cards and payments, leveraging R and Python programming for advanced statistical modeling.
- Remediated a complex end-user computing (EUC) landscape using a GenAI-based private adaptive language model.
- Implemented a cybersecurity framework with threat modeling and user and entity behavior analytics (UEBA).
- Established a 25-member team for application maintenance, supporting business intelligence, dashboards, regulatory reports, and analytics.

50%

acceleration in EUC remediation

24/7

security operations

US-based bank specializing in commercial, institutional, and investment banking services

AI-powered Modernization and Automation Initiatives

- Leveraged AI, GenAI, and ML to address multiple business use cases using AWS, Snowflake, and DataRobot platforms.
- Established an architecture center of excellence (COE) with Hexaware and the client's teams to design and test use cases.
- Advanced modernization of mainframe legacy assets for Federal Deposit Insurance Corporation (FDIC) Sweep, institutional, and investment banking operations using our proprietary RapidX™ platform.
- Supported the client's cloud transformation journey with cloud-native projects on AWS.
- Enhanced strategic project and portfolio management capabilities through ServiceNow Strategic Portfolio Management (SPM).
- Enhanced fraud detection using AI to reduce risks associated with check fraud.
- Supported the client through merger activities with projects on Salesforce organizational consolidation and data gaps analysis.

15+

engagements underway

5x

acceleration across initiatives using AI

American credit union providing personal banking products and services

Modernizing Datawarehouse for Reduced Costs and Rapid Insights

- Leveraged Hexaware PaymatiX™ to replace the existing legacy analytics data warehouse with a Snowflake-based enterprise data warehouse platform that integrated data from systems across the enterprise for enhanced business analysis.
- Migrated 35 terabytes of historical data to the cloud using PaymatiX™.
- Implemented end-to-end extract, transform, and load (ETL) pipelines to process daily and monthly files from Fiserv and TransUnion.
- Built a future-ready data platform capable of analyzing data across functional areas such as cards, rewards, fraud, products, forecasting, opportunity, sales, and workflow management.
- Delivered a strong foundation for future development, empowering users with self-service analytics.

50%
reduction in TCO

3x
faster data analysis

10x
increase in cross-sell and up-sell

Global payments and business expense management company

Achieving Payment Card Industry Data Security Standard (PCI DSS) Compliance

- Identified vulnerabilities across applications and server functions, focusing on Payment Card Industry Data Security Standard (PCI DSS) compliance to address potential security risks.
- Assessed and remediated vulnerabilities in both online and batch applications, as well as the hosting servers, to meet PCI DSS version 4.0 requirements and protect operational and financial integrity.
- Employed a combination of technology upgrades, targeted code fixes, and specialized tool interventions for rapid vulnerability resolution.
- Ensured all new development was PCI DSS compliant from inception, integrating robust security policies and controls.

60+

applications remediated within 7 months

30-person

dedicated team for remediation

North American multinational financial services company

Elevating Reporting Compliance with Advanced RegTech Solutions

- Delivered comprehensive end-to-end Comprehensive Capital Analysis and Review (CCAR) reporting by leveraging deep industry expertise and regulatory knowledge.
- Sourced data from both decentralized and centralized data warehouses and data lakes to enable accurate and efficient reporting.
- Enhanced the regulatory platform with user-friendly adjustments, delivering incremental benefits for daily business operations, platform maintenance, and updates mandated by the Federal Reserve Board (FRB).
- Developed a high-quality user interface with mobile capability.
- Implemented a strategic platform on-premises, ensuring adherence to the client's compliance and security standards.
- Created a regulatory technology (RegTech) system powered by a private LLM to automate report creation.

55%
savings in TCO

20x
faster reporting

Europe-based banking and insurance company

Reducing Credit Risk and Enhancing Trust with Predictive AI

- Developed custom machine learning (ML) models to analyze historical behavioral data for credit risk calculation.
- Built a credit risk model and engine that provides real-time predictions for probability of default, credit conversion factor, and loss given default.
- Enabled higher data quality and predictability, with model outputs available in real-time across the bank for regulatory, risk, finance, and commercial functions.
- Integrated model results into risk-based pricing, decision engines, and other risk management processes throughout the bank.
- Facilitated the use of real-time insights in the end-to-end (E2E) loan process, supporting key decision-making phases.

93%

accuracy in predicting loans

10x

faster

Southeast Asian bank serving retail and corporate clients

Leveraging Predictive Analytics and GenAI for Personalized Customer Journeys

- Implemented Personetics’ AI-powered personal financial management (PFM) engine to deliver real-time, personalized financial insights.
- Released features include welcome education, the ability to set budgets and spending limits, notifications for anomalies on spending and incoming payments, predictive balance information, and personalized offers.
- Adopted a hybrid technology approach by implementing out-of-the-box Personetics widgets and creating web calls in the mobile app.
- Customized Personetics widgets for an enhanced user interface.
- Developed backend services focused on secure and efficient data injection.
- Leveraged predictive analytics and GenAI to drive engagement and create up-sell and cross-sell opportunities.

Enhanced
customer loyalty

Improved
customer experience

Achieve More with Next-level Banking Solutions

Explore how we're helping banks modernize operations, enhance compliance, and deliver exceptional customer experiences with the latest technology. Visit https://hexaware.com/industries/banking/ to learn more about our banking IT services and solutions.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world.

We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate. With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at https://www.hexaware.com.

Get in touch