



Driving Integrated Receivables Management for a Global Bank

A DBS Case Study

70%

INCREASE IN THE NUMBER OF TRANSACTIONS

98%

INCREASE IN THE VALUE OF TRANSACTIONS

ABOUT THE BANK

DBS is a leading financial services group in Asia, with over 280 branches across 18 markets. Headquartered and listed in Singapore, DBS has a growing presence in the three key Asian axes of growth: Greater China, Southeast Asia and South Asia. The bank's "AA-" and "Aa1" credit ratings are among the highest in the world. Recognised for its global leadership, DBS has been named "Global Bank of the Year" by The Banker and "Best Bank in the World" by Global Finance. The bank is at the forefront of leveraging digital technology to shape the future of banking, having been named "World's Best Digital Bank" by Euromoney. In addition, DBS has been accorded the "Safest Bank in Asia" award by Global Finance for ten consecutive years from 2009 to 2018. DBS provides a full range of services in consumer, SME and corporate banking.

As a bank born and bred in Asia, DBS understands the intricacies of doing business in the region's most dynamic markets. DBS is committed to building lasting relationships with customers, and positively impacting communities through supporting social enterprises, as it banks the Asian way. It has also established a SGD 50 million foundation to strengthen its corporate social responsibility efforts in Singapore and across Asia. With its extensive network of operations in Asia and emphasis on engaging and empowering its staff, DBS presents exciting career opportunities. The bank acknowledges the passion, commitment and can-do spirit in all of our 26,000 staff, representing over 40 nationalities. For more information, please visit www.dbs.com.

150



NEW CORPORATES ONBOARDED

740

AVERAGE NUMBER OF NEW
MANDATES REGISTERED EVERY
MONTH

BUSINESS NEED

DBS bank's incumbent Cash Management System (CMS), which was built on D2k based technology, was in use for over a decade and had become outdated - struggling to handle the growing transaction volumes and unable to execute basic transaction banking activities like sending scheduled daily/monthly MIS to the Corporate customers on their designated mail accounts. The limitations meant that the bank needed to use third party utilities which involved additional maintenance costs. The project cost was further exacerbated with the additional overhead costs of the application server to run the application.

With the National Payments Corporation of India (NPCI) implementing "National Automated Clearing House" (NACH)-a web based solution to facilitate interbank, high volume, electronic payments, DBS bank was looking for a solution which would allow them to do away with all manual BAU tasks involved in the mandate registration process and mandate transaction processing without compromising on the security of the transactions.

SOLUTION OFFERED

After a thorough evaluation process, DBS bank selected FinnAxia – the integrated transaction banking solution – because of its unique combination of comprehensive functionality and advanced technology. In addition the solution provides all the capabilities to rapidly rollout sophisticated transaction banking products and services. Built using the latest Java J2EE technology and leveraging a SOA-based architecture, FinnAxia runs on a range of

application servers including JBOSS. By eliminating the Oracle Application Server, the bank's use of FinnAxia reduced licensing and maintenance costs. The solution was implemented using the well-defined framework of product implementation methodology FinnEDGE which ensured rapid deployment and enabled seamless integration with around 30 different systems. DBS Bank went live with 8 different business divisions at one go which enabled the bank to not just target additional business from existing customers but also expand their existing customer base.

FinnAxia ensured an end-to-end automation of the mandate registration and ACH clearing process with the NPCI system. The mandate could be paper based or electronic (via APIs, e-signatures). The solution was integrated with the bank's internet banking portal which allowed their CMS customer to initiate the NACH transaction online. The transactions could then be consumed by FinnAxia for further processing with NPCI while transaction reports were sent to the portal.

DBS bank was additionally provided with a NACH warehousing feature which allowed it to offer future dated NACH transaction bookings in the system and automate the clearing of these transactions on the due date. At the same time, the solution ensured the security of the transactions with inbuilt in-built file encryption/decryption capabilities which meant the bank could do away with the additional costs associated with third party utilities.

The solution came with several key

features including Direct Debit mandates, Integrated Account Receivables Management System, Deposit Summary based collection, Cash pickup and Collection. DBS bank could now also offer CMS offerings to customers who didn't have a CASA account with the bank through the new payout customer feature.

The comprehensive reporting capabilities of the solution allowed the bank to schedule report and send MIS directly to its corporate customers via Email/H2H. Since the implementation, over 150 CMS customers have been switched to FinnAxia Reporting & Communication engine for daily and monthly reporting. New internal reports were introduced in the product for better tracking of customer limits and exposure for guaranteed credit business. Comprehensive RM wise profit volume reports allowed the relationship managers to focus more on the business lines which had potential to generate more revenues.

RESULTS DELIVERED

Currently the country's fifth-largest foreign bank, DBS bank is one of the key banks in the country offering a variety of Cash Management Services to corporates. FinnAxia with its cutting edge technology has played a significant role in the bank's growth journey by not only helping it in complying with the local regulations but also handling the banks growing business needs and transaction volumes swiftly and effectively.