

Building a future-ready bank

Think global, act local

Success story

How GFT helped a global bank cut costs and prepare for a digital future



A cost-effective, cloud ready digital bank channel platform



70% of architecture code can be reused



New channels can be launched in 3-4 months



Fivefold increase in digital customers in Mexico to 5 million

MICROSERVICES



OPEN APIs



THE CHALLENGE

Transforming a legacy challenge into a digital opportunity

- One of the top banks in Mexico faced a legacy challenge – its technology was outmoded, difficult to adapt and expensive to maintain
- The urgent task was to implement a strategic platform that offered a consistent, engaging experience across all channels
- The new platform must also support the bank's global strategy of creating common application program interfaces (APIs) for external consumption and to support internal operations
- GFT was engaged to design and develop a series of engaging customer journeys for a digital storefront as a front-end to multiple back-end solutions

THE ENGAGEMENT

Meeting a global strategy and local needs

- Working with the bank's retail division in Mexico, GFT built a digital platform, with an emphasis on reusable components
- The development embraced Agile methods, DevOps, testing and microservices and included proven GFT software assets
- To support the bank's global strategy and local requirements, GFT designed a layered architecture that allows APIs to be exposed across the group, while local functionality is developed through bespoke APIs
- APIs are deployed through a common consumer layer that supports BaaS platforms

THE BENEFIT

An innovative digital bank

- The project has accelerated the bank's digitalisation strategy
- With a standardised architecture, new products and services can be launched to meet evolving customer needs and the bank can participate fully in open banking
- The bank has launched several innovative specialist channels, for example for students, small business and private clients
- The new platform has boosted business growth and the BaaS model is being rolled out in global locations