



**MANAGED SERVICES FOR YOUR BANK**

**BOLSTERING YOUR SUPPORT AND INFRASTRUCTURE NEEDS**

## THE ECOSYSTEM

Banking institutions are saddled with multi-pronged challenges in today's times – from extending support to customers, businesses and governments as they brave the pandemic, to ensuring their own health and positive business indicators. Banks are striving hard to be the go-to institution in these times by driving more customer value, offering innovative and customized products and optimizing channel touch points.

As banks explore difficult terrains, they require a partner that can be their trusted support system. An experienced solutions partner with proven expertise to ensure banks' technology and infrastructure remain robust and continue to function at their best.



## PROFINCH MANAGED SERVICES – YOUR BANK'S BEST ALLY

Having worked with over 75 banks and across various versions of the Oracle Banking suite of products, we have been leading the way for banks in Africa, Middle East and Asia Pacific to ensure their investment in technology yields healthy returns over a long period of time.

With onsite, nearshore, and offshore support models, we deliver managed services across applications and infrastructure support. Our proprietary EDGE framework covers banks from all ends, across stages and instances. As an extended support to your bank's team, we ensure round-the-clock support and troubleshooting such that banks can deliver and perform without obstacles.

Our experience of working on Oracle Banking suite of products (FLEXCUBE, OBDX and OFSAA) makes us adept in understanding and foreseeing some of the typical challenges banks face. Proprietary scripts, accelerators, methodologies and SME support ensure you steer away from typical downtime, performance, and other application and infrastructure related issues. Not just this, partnering with us ensures significant cost savings to banks.





## RUN THE BANK SERVICES:

### 1. APPLICATION SUPPORT

- ✓ Analysis of issues / queries and resolution
- ✓ Parameterization changes
- ✓ Managing environment and release management activities
- ✓ Assist deployment of changes for customizations / change control Board items
- ✓ New module / Feature configurations and implementation
- ✓ Develop new reports and modify or customize existing reports
- ✓ SLA based tracking and resolution of issues
- ✓ Test environment setup assistance
- ✓ EOD Operations
- ✓ Coordinate with principal application provider for any resolutions that needs changes.
- ✓ Provide support during testing of changes for issues in regular BAU support



### 2. INFRASTRUCTURE SUPPORT

- ✓ Core Banking Infrastructure Transformation
- ✓ Infrastructure Technology Consulting Service
- ✓ Database Security
- ✓ Cloud Services Consulting
- ✓ Design and Development Infrastructure Monitoring Services
- ✓ Infrastructure Training Services
- ✓ Automation
- ✓ Manage IT support desk - from issue logging, follow-up, and closure of tickets

## CHANGE THE BANK SERVICES:

- ✓ Our integrated Change Control mechanism ensures multi party involvement to approve and implement change requests
- ✓ The thorough detailing of minor, non-invasive and invasive customizations and protocols ensure your bank enjoys BAU while changes are incorporated
- ✓ The version control processes ensure thorough audits at every stage



## KEY PARTNERSHIP BENEFITS:



- ✓ Ensure business continuity with L1, L2, and L3 support
- ✓ Ensure consistent performance, speed, and efficiency
- ✓ Have better control over security
- ✓ Critical issues addressed by expert SMEs
- ✓ Significant cost savings

## SUCCESS STORIES: 1 (CHANGE THE BANK)

A leading bank in Botswana Partners with Profinch for data Centre consolidation for Core Banking ecosystem



### HIGHLIGHTS:

The Data Center implementation helped augment brand's efficiency and streamline vital processes. Following are the key highlights:



Oracle technology Stack License consolidation at Group level and Countries Level.



Robust Middleware architecture with respect to capacity and better performance.



Robust architectural design with scalable capacity planning.



DR Site Server computing capacity consideration at 50% for all primary sites.



High availability with regards all Hardware components in the Primary Site Datacenter.



Sizing with regards Online-Storage & Offline-Storage (Tapes).



Sizing with regards Server capacity (Hardware, Memory, CPU & Network) to be scalable for 1/3/5 Years.

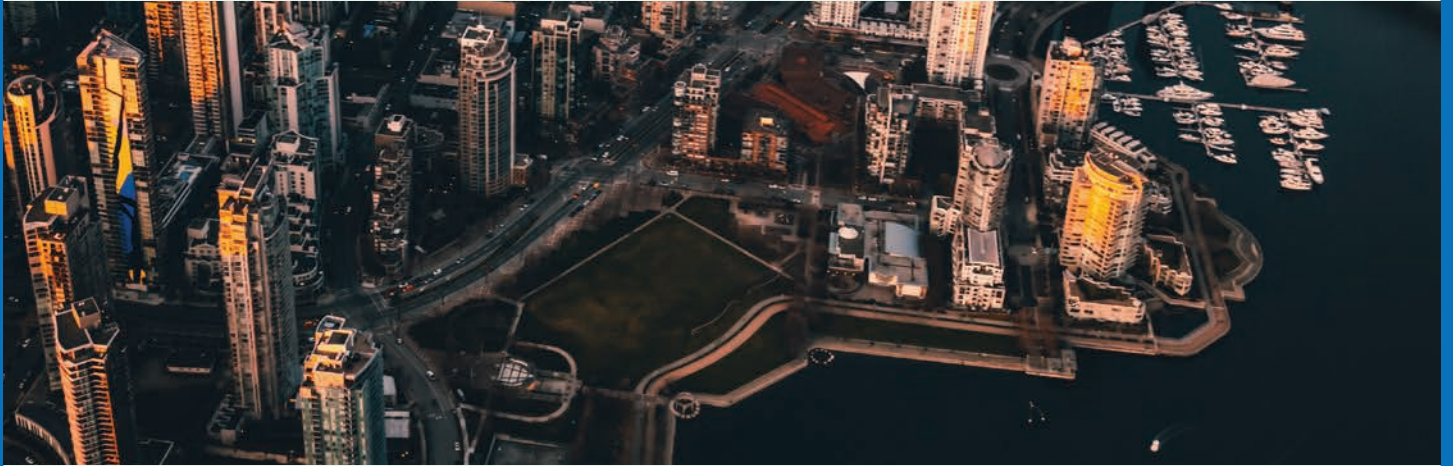


DR site with switchover of database in less than 10 mins.



## SUCCESS STORIES: 2 (CHANGE THE BANK)

One of the top 5 banks in Congo partners with Profinch to fortify its database security



### HIGHLIGHTS:

The implementation was successfully completed in the defined timeline and the system fittingly configured to meet the client's requirements. Oracle Audit Vault and Database Firewall (AVDF) provided three major database security benefits



**Audit data collection from various agnostic database types**



**SQL workload monitoring**



**Security event reporting (malicious activity and hacking attempts)**



**Complete Database Activity Monitoring (DAM) solution that combines native audit logs with network traffic capture**



# Profinch<sup>®</sup>

**Profinch** is a fintech company offering technology solutions that enable banks to transform how they work and be future-ready. The solutions include Consulting services for advancement of core operations and processes, and off the shelf products for 360-degree digitization and data transformation. With offices in **India**, **UAE** and **Singapore**, the company serves over **75 banks across 40+ countries**.

[www.profinch.com](http://www.profinch.com)