



## Full-Service System Integration Services Focused on Banking, Financial Services and Insurance

Building Adaptable Enterprise

# We are in the business of making clients 'successful'!

Growing strength by strength with a focus to deliver accelerated customer value....

## About Us



A new age technology company with **170+** customers and **>80%** as **repeat customers**

## Global Presence



Customers in **60+** countries across Europe, ANZ, APAC, Middle East and Africa. Many are **award winning** institutions

## Focus



We focus on financial services-related technology domains.

With experience delivering **500+** projects

## Growth



YoY Revenue growth **>20%** with strong EBITDA

**40+** Alliance, Tech partners and growing

## Employees



**650+** employees across **6** locations **300+** strong **Delivery** team **75+** strong **Product Innovation** specialists

## Projects



Multi Country, Multi Stream, Progressive Rollouts, Greenfield setups, Latest Technologies with **100% successful track record**

## Expertise



**> 200,000 Man Days** delivered in Offshore Development, Managed Services, Cloud deployments and Infrastructure Services

## Marquee Names



Adoption by large institutions in the region and across **length and breadth** of services



# ...To A Global Clientele of Financial Services Players

Providing faster business growth, while continually evolving to meet changing needs...



**500+ projects** delivered to enable modernization programs, digital technology-led transformations, data, and regulatory and compliance directives

■ Consulting Clients

■ Product Clients





# Building strong tech capabilities comes with a set of challenges



## Time

Time to hire is a challenge. Managers are often busy with a full-time role to focus on a time demanding hiring process



## Access to skills

Access to skilled talent is limited



## Pipeline

There's often no strategy with regards building talent capability and identifying critical talent



## Cost / Budget

Onboarding talent at the right cost and justifying it to overall project P/L is a challenge



## Recruitment Process

The end-to-end process of shortlisting to onboarding has many loose ends



## Building Scale

Finding right talent to help build practices/COEs at scale is a challenge.



## Solutioning & Alignment

There's often lack of expertise in solutioning project scope/design, with clear outcomes and talent alignment



## Productivity

Hiring is one, making your talent productive is another

Leading to inability in shifting orbits from **BAU to Growth Acceleration**



**Inaccessibility to the right technology partner and talent leads to efficiency leakages, cost escalations, and an overall lack of innovation and forward movement.**

## Leading to...



**Increase in Outages and incidents**



**Getting tied to Legacy Applications**



**Inability to think beyond Rigid Processes**



**No Monitoring of systems through SLAs**



**Complexity of Technology and lack of thought**



**IT Staff getting Stretched**



**Poor data management practices**



**Heavy penalties with regards compliance**



**Rigid and expensive Cloud, hybrid decisions**

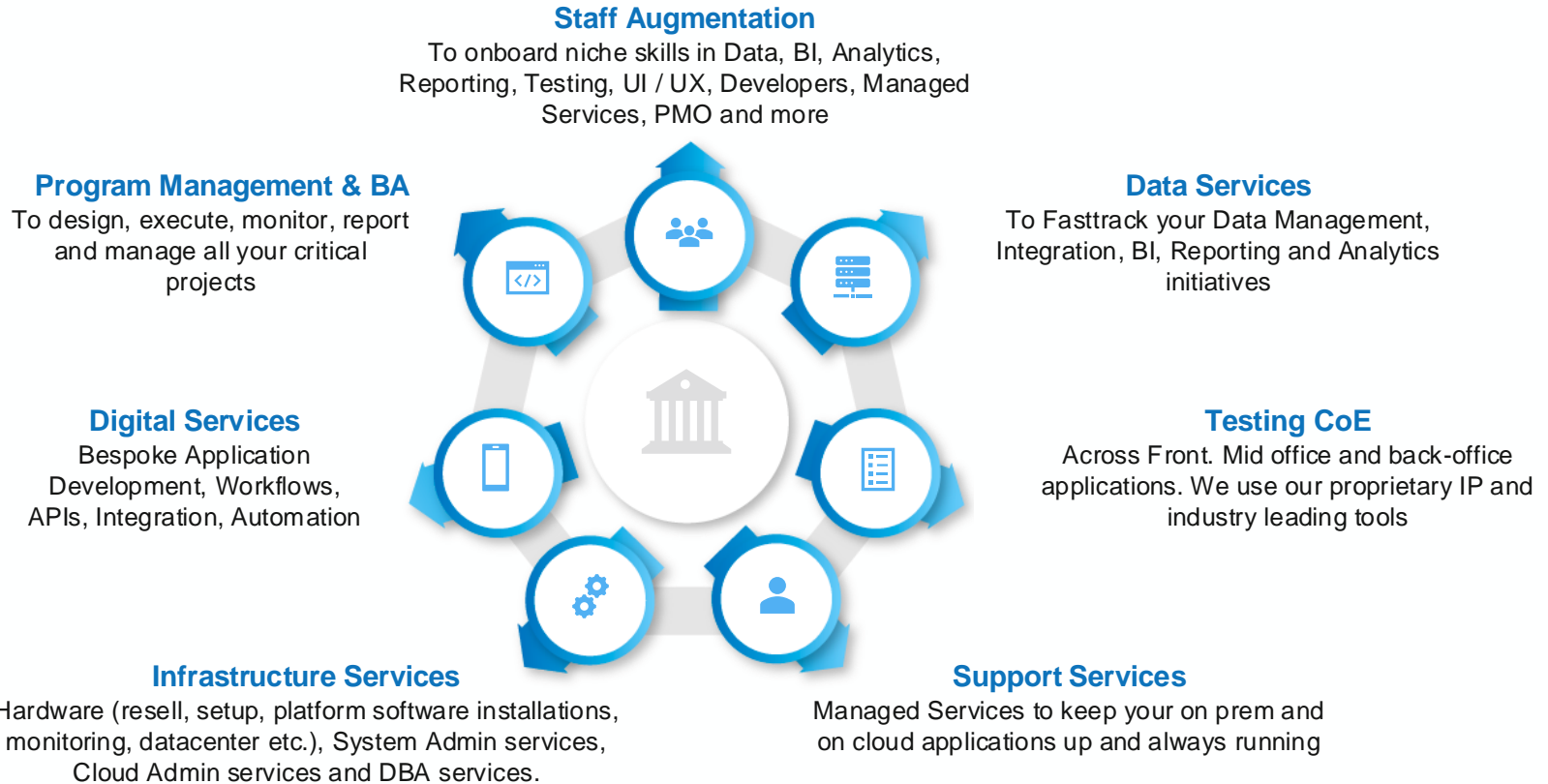


**Disparate Systems with no integration**

**And many other pitfalls.**



# Profinch Offers Full-Service System Integration Services To Augment Your Returns From People, Technology, Process



# Staff Augmentation Services To Hire The Best Tech Talent On Time, In Budget

**24 hours**

to send you requested  
CVs with rates

**2 - 4 days**

to organize interviews  
with qualified candidates

**International presence**

to ensure on-site availability if needed

**20-40%**

Cost Benefits

**Solutioning**

To ensure project success

**KPI Based**

Progress and quality control

## Available Bench



**400+** resources available to be immediately deployed on projects across domains and technical areas.

## Project Governance



Dedicated Project Manager for every practice and **24/7** online support. Metrics that assure fastest TAT

## Project Models



Flexible project delivery models that suit your requirements. Work with our team of 20+ project managers to decide on what best suits you



# A No Hassle Process That Puts You In Control Of Your Projects

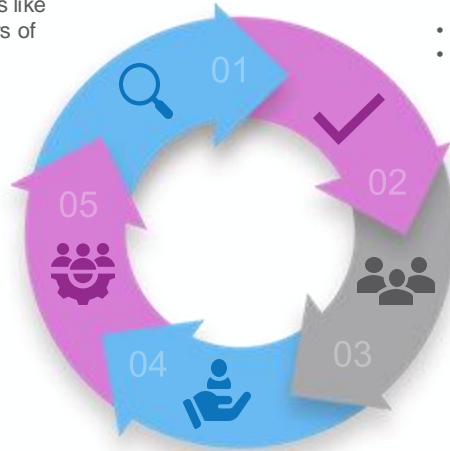
We do all the work, while you focus on your KPIs

## Identify Talent Gaps

- Determine what you are looking for long
- Define the candidate specifications like their qualifications, expertise, years of experience, etc.

## Back filling and pipeline management

- Team that continuously works on talent management and ensuring your project is on track



## Support and Nurture

- Provide continuous support to the onboarded staff
- Ensure their learning and development to remain valuable

## Review and Select

- Initiate the search process and review the candidate profile
- Conduct interviews and tests
- Select the best suitable candidates.

## Onboard the Team

- Onboard the selected candidates
- Acquaint them with your company's work, team, processes, and rules.

Solution Design / Planning by Profinch SMEs on Client's Project Expectations, Project Scope Design, Skill Mapping and Identification, Onboarding and Talent Management, Project Review and Recommendations and Deliverable Management

# Data, Analytics, BI Visualizations: Talent To Boost Your Data Journeys

Available pool of **100+ Data SMEs** with experience ranging from **3-15 years.**

Available for onsite, offshore and nearshore work

## Available Skills



### Data Management

- Data Quality Assurance
- Data Migration, Consolidation, Integration
- Enterprise Data Management



### Business Intelligence

- BI Consulting
- BI Implementation
- **BI Tools:** MS BI, Oracle BI, Tableau, Cognos, Qlik



### Data Warehousing

- Data warehousing consulting, testing, design, implementation engineers
- Cloud data experts
- Data warehouse software: Azure Synapse, Amazon Redshift certified professionals



### Big Data

- Big Data Consulting, Implementation, Testing, Processing SMEs
- Big Data Databases
- Apache Hadoop
- Apache Spark
- Apache Cassandra



### Data Science

- Machine Learning
- Data Mining
- Analytics: Python, Oracle DB, SQL Server, Snowflake, MongoDB, Cloudera, Neo4J and Debezium / Apache Kafka CDC and many more



### Reporting

- Report UI/UX Designing engineers
- Central Bank Reporting SMEs

# Our Commitment To Making You Successful

Experience of working with **20+** FIs on their varied data journeys

Dedicated project manager with **15+** years of experience on data projects

Packaged Profinch IP (Integration kits, Adapters, Data Models/Marts, Tools and knowhow) to Fastrack growth.

## Successful Resourcing Projects



### Leading Kuwaiti bank leverages Profinch's BI / Analytics resources

- One of the largest banks in Kuwait onboards Profinch for business and Central Bank Reporting
- 15+ BI and Analytics resources deployed in <4 weeks
- Team delivered 500+ MIS reports and 150+ Central Bank reports delivered in 6 months



### One of the largest banks in Tunisia chose Profinch for automated CBT reports

- Deployed 10+ resources to generate reports in French
- Over 160 reports automated in French by team
- 7-year-old historical data pulled out in < 6months

# Use Our Outsourced Model To Accelerate Your Data Projects

Dedicated data team of **50+** specialists to lead data, BI, Analytics, Reporting projects on an outsourced basis. We bring an experienced team of banking technologists, data SMEs, Architects and engineers with a cumulative experience of 200+ data projects.

## Areas we cater to

### Data Services



**Data Science**



**Machine Learning**



**Big Data**



**Data Lake**



**Data Warehousing**



**Data Integration**



**Data Governance**



**Data Security**



**Data Analytics and Reporting**

# Digital Services: Front-end/Back-end/ UI-UX Developers

Available pool of **50+** Developers pool with experience ranging from **3-15 years.**

With experience in delivering projects in **APAC, EMEA and Americas**

## Available Skills



### Native mobile apps

- Kotlin and Java - Android / Objective C and Swift - iOS



### Web front end & back end

- React.js / Angular / Backbone.js / .NET / Ruby / Node.js / PHP / Python / Java / Golang.



### Cross-platform mobile apps

- React Native / Flutter / Xamarin.



### Design

- Zeplin / Sketch / Figma / Codesign / Principle / Photoshop / Illustrator / After Effects / InVision



### Back-end platforms

- Microsoft Azure / Amazon Web Services / Google Firebase and Google Cloud / On-premise deployment.



### Quality assurance

- Mobile Apps / Web Apps / Desktop Solutions / Embedded Systems / End-to-End Testing / Documentation / Automation / Audits.

# Our Commitment To Making You Successful

**20+** projects delivered

Wide ranging experience of skills across domains including enterprise applications, products and software

Practice Head with **20+** years of experience in delivering **100+** digital projects

CVs of candidates working with top rated companies. Experience in End-to-end project delivery

## Successful Projects



### Global banking giant leverages Profinch' s resources for digital transformation project

- 20+ resources deployed to automate 40 workflows
- Team fast-tracked processes improving operational efficiencies by 30%
- Bank's overall efforts reduced by 40%
- NPAs reduced



### One of the leading banks in Malawi benefits from Profinch' s developers, test engineers and architects

- Deployed 10+ resources for end-to-end automation of Loan Onboarding process for Retails & MFIs
- Digitized all manual processes
- Achieved integration of PSM system of Malawi for microfinance loan origination



# Use Our Outsourced Model To Accelerate Your Digital Projects

Inhouse team of **170+** digital innovation specialists to undertake projects ranging from simple workflows to large scale enterprise digital transformation.

## Areas we cater to



**Digital  
Transformation**



**Bespoke  
Development**



**Customer  
Experience**



**Partner  
Experience**



**Front-Mid-Back  
Office Automation**



**Process  
Automation**



**Workflows**

# Testing Expertise: Talent To Augment Your Testing Journeys

Available pool of **100+** Testing Talent with experience ranging from **2-10 years**.

**Functional Testing**

**Regression Testing**

**Performance Testing**

**Data Migration Testing**

**Acceptance Testing**

**Vulnerability Assessment and Penetration testing**

## Skills



### Mobile Application Testing

We have a diversified Resources pool for Domain, Manual and Automation testing services like QTP, Test Complete, Selenium, Waitr, WebService and etc. We have expertise on Test Management and Execution Tools like HP Quality Centre (ALM), JIRA, JAMA, etc.



### Automation Testing

HP QTP, Test Complete, SOAP, UI, Selenium, Worksoft Certify, VSTS, IBM Rational function



### Test Management Quality Centre, Test Link



### Test Data Management IBM Optim

# Our Commitment To Making You Successful

**50+** projects delivered in Testing

Pool of **ISQTB** certified resources

Proprietary Integrated Manual and Automated Testing (IMAAT) approach.

ISO 9001 and ISO 27001-certified to guarantee service quality and customer data security.

**Save 20%-40%** on testing costs

## Successful Projects



**The oldest privately owned bank in the United Arab Emirates was looking at Digital Transformation and required testing expertise**

- Provided team of 50+ strong test engineers. Testing includes base and customization testing into 3 SITs and UAT cycle
- Delivery of test cases and JSON scripts for bank to re-consume in future
- Testing of close 50,000 PDs development.



**One of the leading banks in Kuwait was looking for testing expertise for their digital transformation**

- 30+ member strong team executed manual and auto testing of 14.4 Payments/ Cash and Trade module
- Team conducted testing of Digital onboarding and servicing for retail and corporate customers/modules

# We help the bank to build Testing COE with our unique offerings

## Testing Capabilities

### Automation

BDD and TDD Framework, Selenium, JSON scripts, IBM – Rational, Cucumber

### Performance

Load Runner, Jmeter, Sink Performer, Grindr, VSTS

### Mobile

Appium, Auto IT, Device Anywhere, Selenium, Test NG, Robotium,

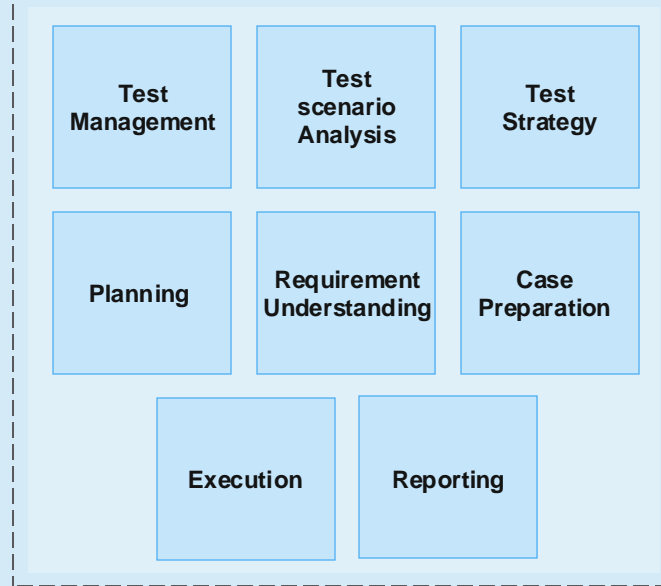
### Test Data Management

Tools like JIRA, MS Azure

### Test Management

Jira, HP Quality Centre

## Process



### Scripting Languages

JAVA, VB Script, Python,

## Functional

System Testing      Functional Testing  
Mobile                      Integration  
Device / Browser      Compatibility

## Non-Functional

Usability                      Performance  
Load                              Volume

## Automation

Test Automation Framework  
- Page object Model  
- Behavior Driven  
- Data Driven  
Hybrid Framework

## Enterprise

Oracle                      SAP  
DW                              BI

# Support Services Talent With Wide Coverage Across Technologies

Available pool of **100+** support resources with extensive experience in banking applications.  
Certified resources to implement global best practices and operate with minimum supervision.



## Managed Application Services Resources

Microsoft Certified Professionals, AWS Certified Solutions Architects, AWS Certified SysOps Administrators, AWS Technical Professionals, Red Hat Certified System Administrators, GCP certified engineers



## IT Help Desk Resources

With focus on providing L3, L2, L1 and if required L0 support to various Bespoke/Packaged applications such are Core Banking, Digital Banking, Risk & Compliance, CRM, ERP, Data Analytics and Infrastructure



## Infrastructure Managed Resources

- Servers (Windows, Linux).
- Cloud environments (Azure, AWS, GCP).
- Data storage and databases (on-premises and cloud-based).
- Network and security (LAN, VPN, IDS/IPS, SIEM, IAM, firewall, antivirus).
- Customer-facing software.
- Enterprise solutions (ERP, Email, CRM, Intranet.)

# Our Commitment To Making You Successful

20+ projects delivered

Average experience  
of 5+ years

COE to enable you save 50% on costs with dedicated project manager with 30+ years of experience

## Successful Projects



### Leading African bank was looking at resources to support their multi country critical applications

- Profinch deployed 10+ resources to manage the bank's FLEXCUBE UBS 12.0.3 (for Zambia and 11.x for Botswana, Mozambique, Tanzania and Zimbabwe) and FCDB 12.x production support across multiple geographies.
- 98% of the issues were resolved through first level analysis and expertise without Oracle MOS (OEM) involvement



### Leading UK Neobank leverages Profinch

- 5 resources to manage Oracle Middleware and Database hosted on Oracle Cloud (OCI) instances
- Support of applications running on On-premises, AWS, Oracle Cloud
- Support the application deployment roll-out on the container-based deployment on OCI instances



# Use Our Outsourced Model To Accelerate Your Managed Services Projects

We are backed by a team of experienced and nimble infrastructure/support resources that can operate offshore/nearshore/onsite and drive all your requirements with **100%** adherence to SLAs. We assure **30-40%** cost savings

## Application support



Services required for day to day running of the Bank

Adherence to baselined support processes

Process enhancement and standardization based on learnings

Compliance to Agreed SLA & SLA Monitoring

Escalation Matrix

## Cloud and environment support



Services required for managing Cloud infrastructure and managing the environment

Infrastructure management

Performance review & Health check

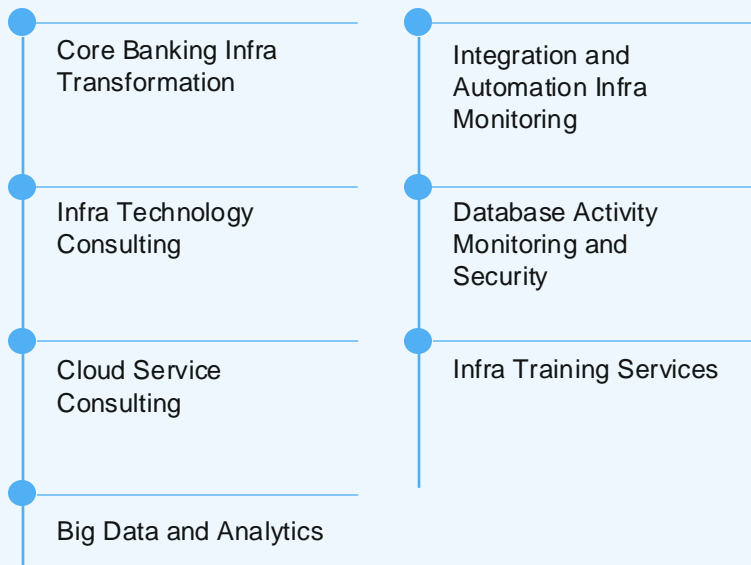
Infrastructure automation

Production releases & Application Patch set deployment

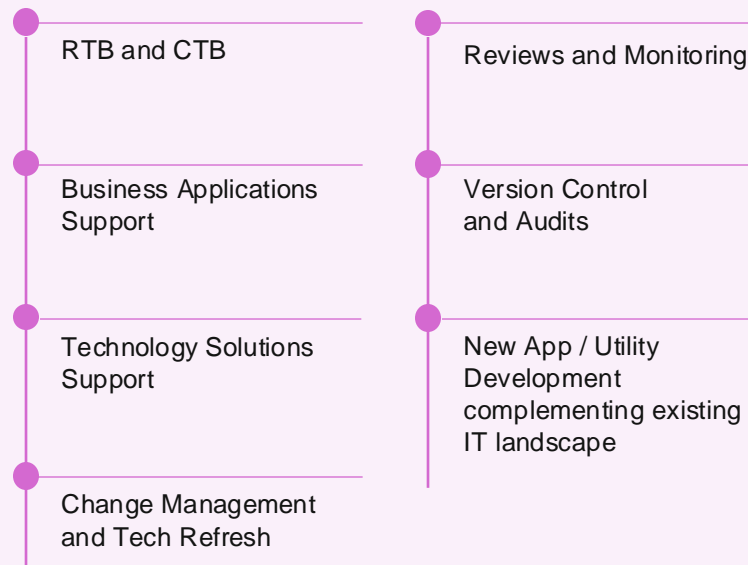
# Outsourced Infrastructure Services and Managed Services Offering, Enabling You To Meet Your Goals



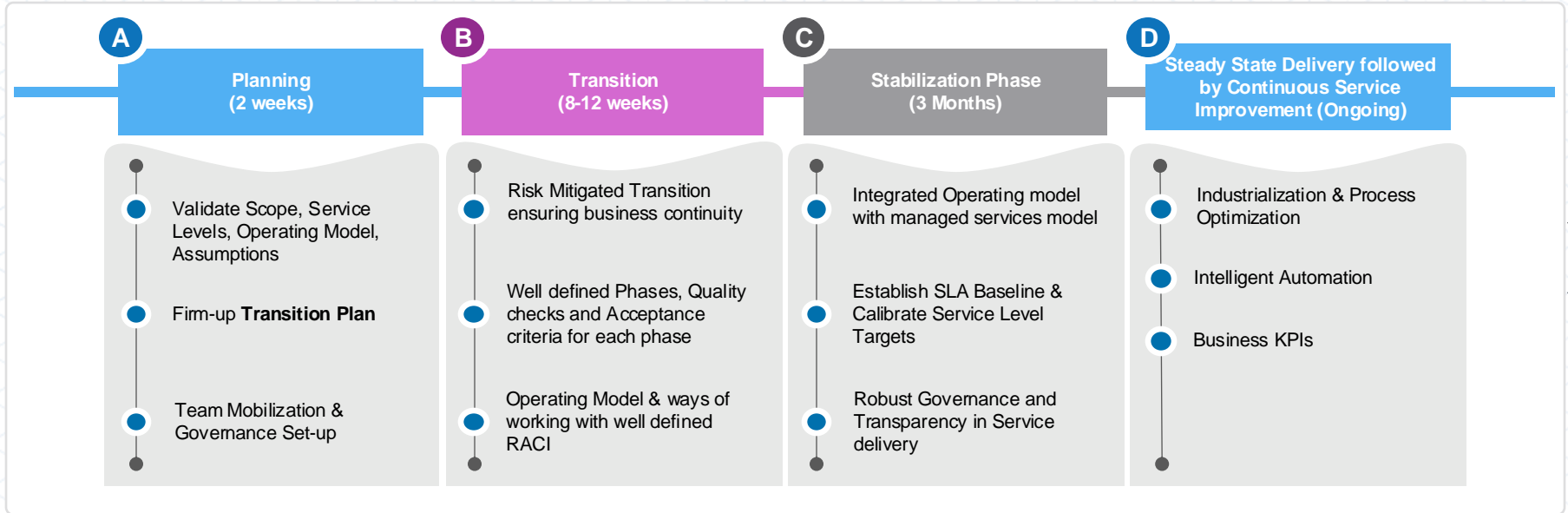
## Infrastructure Services



## Managed Services



# Our proven four phased solution approach to achieve set objectives in seamless fashion and partner with application to accelerate service transformation journey



## Outcomes



- Transition Plan & Business Case



- Business Continuity
- Foundation to Knowledge Base



- Integrated Target Operating Model
- Established Service Baseline



- Matured operating model
- YoY Productivity improvement
- Seed for enterprise wide automation and business function availability

# Program Management Resources To Fastrack Your Project Success

Available pool of **100+** resources with extensive experience in banking applications.



## Operations

- Project Scoping
- Project Execution
- Resource Allocation
- Record-Keeping / Documentation
- Task Prioritization
- Service Reporting
- Strategy Consulting
- Product Testing
- Inventory Management
- Supply Chain Management
- Stakeholder Management



## Managerial Duties

- Project Quality Management
- Lead innovation
- Monitor metrics and KPIs
- Process improvement
- Tracking Progress
- End-To-End Project Management
- Service Reporting



## Required Knowledge / Expertise

- Systems Development Lifecycle Methodology
- Data Integration
- Technology Lifecycle Management
- Enterprise Resource Planning (SAP/ERP implementation)
- Product Lifecycle Management
- PMO Standards and PMP Certified



## Tools and Techniques

- Waterfall Project Management Methodology
- Agile Methodology
- Adaptive Project Framework
- Event Chain Methodology
- Extreme Project Management
- Lean methodology
- PRINCE2 (Projects in Controlled Environment)
- PRISM (Project Integrating Sustainable Methods)



## Project Scope Management

- Plan Scope Management
- Define Scope Collect Requirements
- Scope Validation
- Scope Control
- Create Work Breakdown Structure



## Project Scheduling

- Critical Path method
- Program Evaluation Review Technique [PERT]
- Rolling Wave Planning
- Schedule Compression



## Project Cost Management

- Cost Estimation and Control!
- Cost Forecasting and Budgeting
- Project Cost Aggregation

# Our Commitment To Making You Successful

**20+** projects delivered

Certified PM and BA resources with an experience of **3-13 yrs.**

Project lead with **20+** years of experience to handhold you through the hiring process

## Successful Projects



### Leading bank in Ghana engages Profinch for Project Management

- Project to seamlessly manage multi country Implementation of FLEXCUBE core banking system
- Implement project management principles to effectively govern project at all stages
- Governance, Issue Resolution and Escalation Matrix to ensure project success



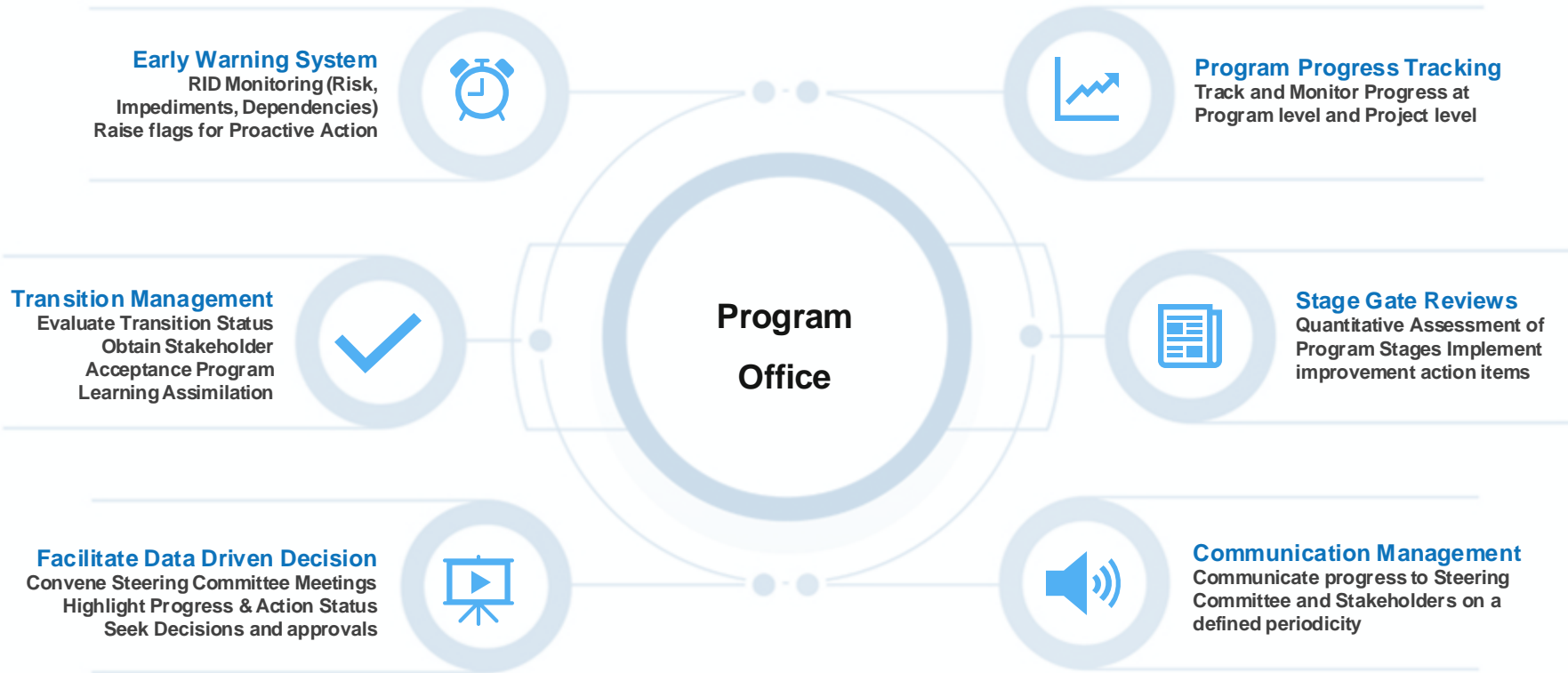
### Growing African bank partners with Project for Project Management Services

- Profinch setup a PMO office to manage and oversee all FLEXCUBE, OBDX and OFSAA implementations
- Achieved all implementations and deliverables on time
- 30% cost savings on overall TCO

# Outsourced PMO Services To Lead Projects Remotely

Full service capability to program manage critical/strategic projects to ensure adherence to goals, timelines and project success.

Certified and experienced team that work with sophisticated tools, proprietary and industry leading processes





# Implementation Services To Ensure You have The Best Talent Managing Your Critical Projects

Our talent pool of experienced implementation specialists ensure every phase of the implementation lifecycle is thought through and effectively executed using the best tools and frameworks. You can be rest assured of a seamless implementation experience.



**System Architecture**



**Solution Fitment and Gap Finalization**



**Design Validation**



**Product Parametrization Setup Validation**



**Country Specific Product and Regulatory Requirement Setup**



**Migration Strategy & Validation**



**Gold Copy Preparation**



**System Configuration**



**External Application Integration**



**Environment and Release Management**



**Gaps- Approach Notes, Efforts & Timeline Validation**



**Domain Experts for different LOBs**



# Integration Expertise

We provide end to end integration of enterprise applications to make sure your technology ecosystems are connected

## Synchronous Deployment Pattern



- EJB
- Web Services
- HTTP Servlet

## Asynchronous Deployment Pattern



- MDB Based

## ASCII File Integrations



- Oracle Flexcube Generic Interface Module setup for incoming ASCII file upload and outbound ASCII file handoff.

## Outbound XML Handoff



- XML Alerts and Notifications

# Our Pricing Model is Designed To Suit Your Unique Requirements At The Most Optimal Cost



**T&M model –**  
for long-term and flexible engagement

**T&M with a cap –**  
for long-term and cost-effective engagement

**The fixed price model –**  
for up to 6 month-long engagement with fixed requirements.



# THANK YOU



Profinch<sup>®</sup>



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