

Power your digital banking strategy

With Finacle Digital Engagement Suite and Red Hat OpenShift Container Platform

Infosys Finacle is positioned as a Leader in both The Forrester Wave™: Digital banking engagement hubs, Q3 2021 and The Forrester Wave™: Digital banking engagement platforms, Q3 2021 reports.

Red Hat, Inc., the world's leading provider of open source solutions, has been named a Leader for Red Hat OpenShift Container platform by Forrester Research in The Forrester Wave™: Multicloud container development platforms, Q3 2020 report.

Traditional brick and mortar banks are adjusting to a new generation of customers that expect faster, simpler, and more immersive experiences across channels. The vast complexity of legacy banking systems—with their proprietary architecture, lack of automation, and high level of technical debt—make it difficult for banks to compete with born-in-the-cloud fintechs.

To be competitive, traditional banks need to implement digital banking systems and operational models that allow them to evolve more efficiently, reduce costs, and increase velocity, while remaining responsive to customer needs. These banking systems integrate segmented back-end systems and provide a 360 degree view of customers across products and channels. When they are implemented with agility and automation, digital and omnichannel banking systems can provide a sustainable, differentiated customer experience, allowing banks to meet their customer acquisition and product onboarding targets. Finacle and Red Hat give you the tools to help keep pace with technological change, stay ahead of your competitors, and respond to your customer's needs in less time—now and in the future.

Finacle Digital Engagement Suite and Red Hat OpenShift

Finacle Digital Engagement Suite is an advanced omnichannel solution that helps banks onboard, sell, service and engage retail, small business, and corporate customers. The suite offers a broad range of traditional, modern, and emerging channel experiences to every type of user, including end customer, bank staff, external partner, and trusted third parties, interacting through application programming interfaces (APIs).

The foundation of the suite is the Finacle Digital Engagement Hub, a system of engagement that powers insights-driven, personalized customer experiences across channels, applications, and devices. The hub works with all back-end applications like core banking, trade finance, and payments, as well as channel applications such as mobile banking, branch solutions, and chat bots. It offers extensive capabilities to design customer-centric processes leading to consistent cross-channel journeys. An extensive set of APIs allow creation of personalized experiences on various channel applications.

Red Hat® OpenShift® is a leading enterprise Kubernetes platform that provides a cloud-like experience everywhere it is deployed. In a cloud environment, on-premise, and edge computing, Red Hat OpenShift gives you the ability to choose where you build, deploy, and run Finacle Digital Engagement Suite services through a consistent DevOps experience. Full-stack automated operations and self-service provisioning for developers let teams work together more efficiently to move ideas from development to production.

- ▶ **Australia’s largest bank** runs 30% of its internet banking services with Digital Engagement Hub on Red Hat OpenShift.
- ▶ **A U.S.-based high-tech commercial bank** deployed Finacle Digital Engagement Hub on Red Hat OpenShift for offering new digital banking initiatives to take their customer experience to the next level, simultaneously paving the way for onboarding advanced technologies like artificial intelligence and machine learning (AI/ML) and blockchain.
- ▶ **A large Indian multinational bank and financial services company** relies on Finacle Digital Engagement Hub deployed on Red Hat OpenShift to create differentiated customer experiences and increase loyalty.

Red Hat OpenShift key components:

- ▶ **Red Hat OpenShift Container Platform** is purpose built for an open hybrid cloud strategy. It provides a consistent Kubernetes-based application platform to manage hybrid cloud, multicloud, and edge deployments.
- ▶ **Red Hat OpenShift Service Mesh** provides a uniform way to connect, scale, manage, and observe microservices-based Finacle services. It combines Istio, Kiali (UI), Envoy (Proxy), and Jaeger (tracing) projects to provide enhanced security and network segmentation of microservices applications.
- ▶ **Red Hat Runtimes** is a set of products, tools, and components for developing and maintaining cloud-native applications. It offers lightweight runtimes and frameworks, like Quarkus—for highly distributed cloud architectures like microservices.
- ▶ **Red Hat OpenShift Serverless** is an event-driven, scale-to-zero function-as-a-service deployment, built on the Knative framework and integrated with Camel-K for a rich set of initial event sources including HTTP, Apache Kafka, and Advanced Message Queuing Protocol (AMQP). In addition, when you code with Red Hat OpenShift Serverless, you get a single codebase that works across multiple cloud service providers, including Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform.

Finacle Digital Engagement Suite architecture on Red Hat OpenShift

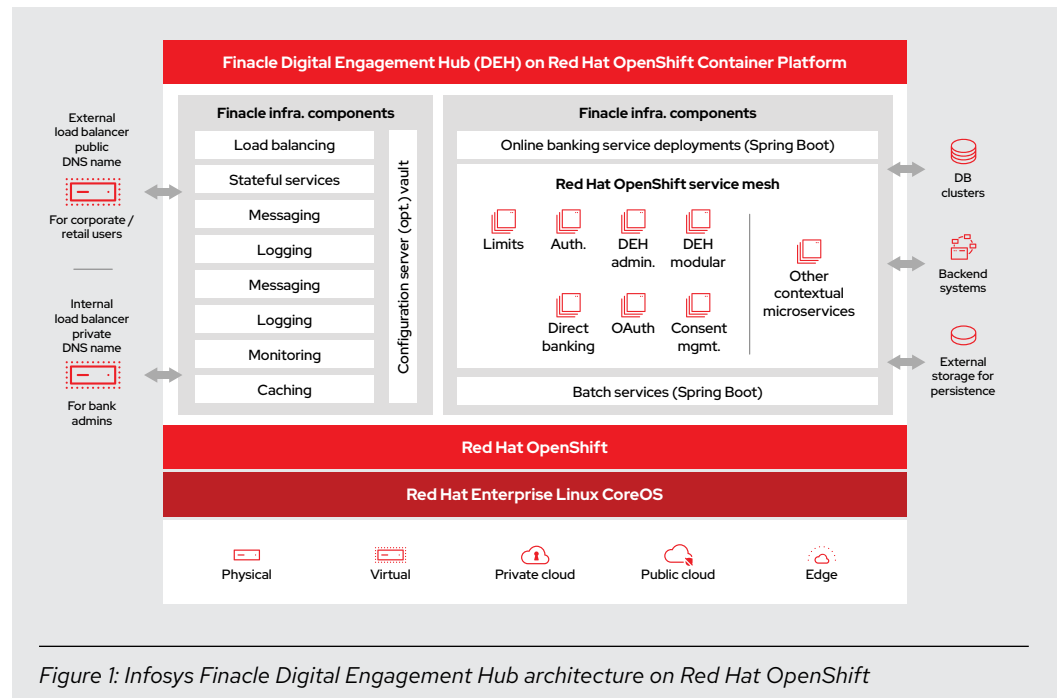


Figure 1: Infosys Finacle Digital Engagement Hub architecture on Red Hat OpenShift

The architecture of the Finacle Digital Engagement Suite supports containerization for faster creation and deployment of business applications. Containerization allows for clean segregation of functions by creating separate application-specific pods and infrastructure-specific pods. The architecture also supports both internal and external user personas, eliminating the need to deploy an entire application for each set of personas.

Key benefits:

- ▶ Accelerated innovation and time to market with new digital offerings
- ▶ Improved operational efficiency
- ▶ Improved security and reliability
- ▶ Increased customer satisfaction and retention

On-line banking functions are provided by microservices running on application-specific pods with Red Hat Runtimes. Finacle Digital Engagement Suite services and other banking functions are provided by microservices running on application-specific pods with Red Hat OpenShift Service Mesh and Red Hat Runtimes.

Improve developer productivity

Capabilities like service discovery, load balancing, logging, monitoring, end-to-end authentication, traffic control, and policy-based access controls are handled by Red Hat OpenShift Service Mesh. This allows developers to stay focused on business logic. Developers can scale the Finacle Digital Engagement Suite without having to implement a complete new deployment, spin up another virtual machine, or perform other labor-intensive activities.

Architect and build next-generation bank applications with Finacle Digital Engagement Suite on Red Hat OpenShift Service Mesh

As applications evolve into collections of decentralized services, managing communications and security between those services becomes more difficult. Red Hat OpenShift Service Mesh provides a uniform way to connect, scale, manage, and observe microservices-based Finacle services. Finacle Digital Engagement Suite is certified to run on Istio, which is an integral component of Red Hat OpenShift Service Mesh.

Build once, deploy anywhere

Red Hat OpenShift Service Mesh automates deployment of containerized applications to support security, load balancing, and scalability across multiple cloud environments. This allows your teams to build once and deploy anywhere in your hybrid cloud environment. In fact, with the Red Hat certified partner ecosystem, you can run anywhere in the world without becoming locked into a particular cloud platform.

Improve operational efficiency

Running Finacle Digital Engagement Suite on Red Hat OpenShift allows you to optimize cross-channel processes, centralize operations, and deploy a wide range of features that can service various customer segments. Embedded artificial intelligence (AI) components further improve intelligence and operational efficiencies.

Scale on demand

With Red Hat Enterprise Linux® and Red Hat OpenShift, the Finacle Digital Engagement Suite can scale elastically across on-premise legacy, private, and public cloud infrastructures. Red Hat OpenShift Serverless allows Finacle services to scale down to zero when they are not needed and automatically scale up based on event triggers in response to incoming demand.

Create optimal customer journeys across multiple devices and channels

Finacle Digital Engagement Suite offers centralized design of customer journeys and quick roll out of features across multiple touchpoints. Extensive parameterization capabilities allow services and transaction design to suit different business segments.

Accelerate innovation and time to market with new digital offerings

The level of automation and abstraction provided by the Red Hat software portfolio allows business users and developers to implement new customer journeys and features in less time. Red Hat OpenShift Service Mesh simplifies accessing multiple data sources and making the required connections without having to manage the underlying infrastructure.

Keep pace with change and maintain security

Banks need an open platform foundation and modern technology stack to take full advantage of evolving digital technologies and keep up with customer demand. The cloud-native architecture of the Finacle Digital Engagement Suite provides comprehensive capabilities that help banks onboard, sell, service, and engage customers across channels and applications. An extensive set of RESTful APIs supports co-innovation with the external ecosystem and component, microservices-based services you can deploy and upgrade selectively and progressively.

Finacle Digital Engagement Suite's security features protect infrastructure, data, and application layers. Capabilities at the application level include multimodal identity and access management, user role management, limits, and exception management. In addition, threats and vulnerabilities are analyzed by the Red Hat Product Security team against all Red Hat products every day. Patches to supported versions of Red Hat products are frequently released on the same day the vulnerability is first published. Compliance is maintained with major global security standards for all Red Hat products. In addition, Red Hat OpenShift lets you deploy Finacle containers into the cloud in stages, while still maintaining regulatory standards and compliance. You also have the flexibility to move from a private cloud onto a public cloud in the future.

Provide customers with contextual and personalized interactions

Finacle's customer-led engagement architecture is the engagement engine that generates the customer experience, from anticipating customers' needs to nudging them to act in a certain way. Red Hat Integration allows your developers to integrate data streams from various channels with customer knowledge, preferences, situational information, and current channel of engagement to create highly personalized and human-centric customer experiences. As retail banks evolve how they communicate with customers, they increasingly find that taking an event-driven approach with data streaming is an important tool. Red Hat AMQ Streams uses powerful operators that simplify using Apache Kafka on Red Hat OpenShift Container Platform to give you the scalability of Kubernetes within the same underlying cloud platform.

Work with partners that have a track record of continuous innovation

Red Hat technology and the Finacle Digital Engagement Suite offer a modern platform that supports innovation inside the bank and with their certified partner ecosystem. This allows your bank to use the Finacle Digital Engagement Suite and other solutions to help create superior customer experience and accelerate engagement-led growth. Finacle is constantly testing and validating new releases in their Red Hat OpenShift lab and working with Red Hat to innovate and incorporate the latest technologies. This continuous innovation can help you offer retail, wealth, small business, and corporate customers banking experiences for multiple demographics on a broad range of traditional, modern, and emerging channels, devices, and applications. You can keep pace with technological change, stay ahead of your competitors, and swiftly respond to your customer's needs—now and in the future.

Email FSI-partnership@redhat.com to learn more about **Finacle Digital Engagement Suite running on Red Hat OpenShift Container Platform**



About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. [A trusted adviser to the Fortune 500](#), Red Hat provides [award-winning](#) support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

f facebook.com/redhatinc
@RedHat
in linkedin.com/company/red-hat

redhat.com
#F31518_0522

North America

1 888 REDHAT1
www.redhat.com

Europe, Middle East, and Africa

00800 7334 2835
europe@redhat.com

Asia Pacific

+65 6490 4200
apac@redhat.com

Latin America

+54 11 4329 7300
info-latam@redhat.com