



Re-imagine a superior omnichannel experience in retail banking

Infinite Case Study

About the customer:

A Large Regional Bank in the U.S.

Background of Business Problem



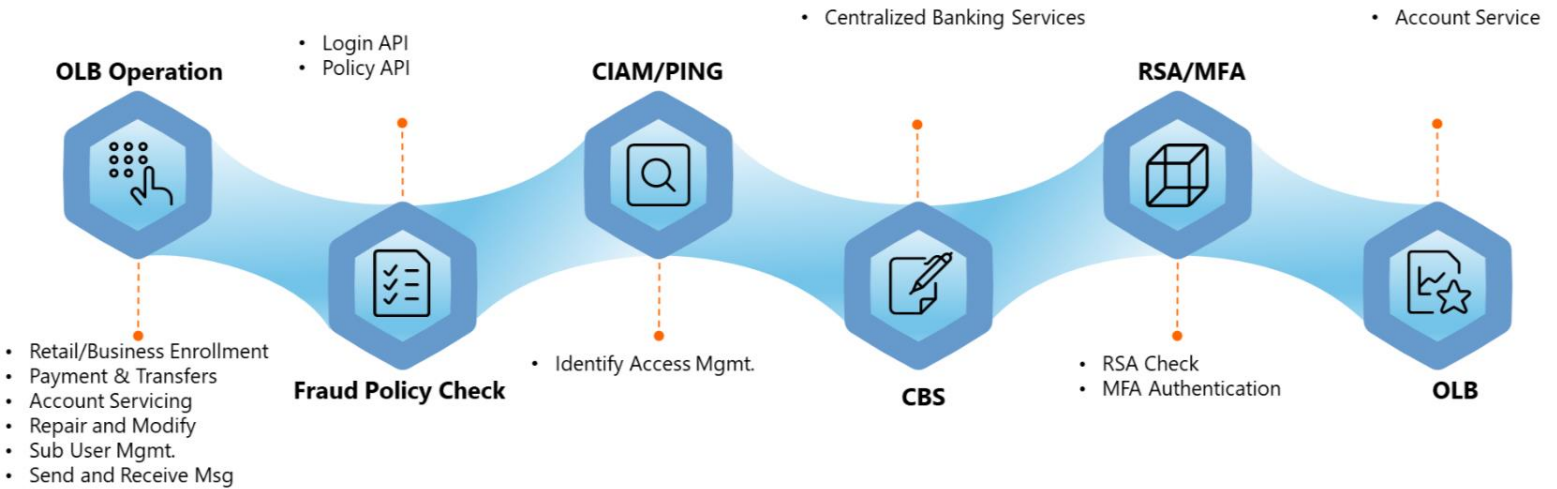
- The Bank was looking for a partner to assist with migrating from its legacy system without causing disruptions and to quickly enable new features.
- The challenge was to transition smoothly while maintaining daily operations and to enhance the system's capabilities for faster innovation.
- This required a strategic approach to architecture planning, meticulous data migration, and effective change management.
- The goal was to provide a seamless experience for both service providers and end users while staying ahead in a competitive market.

Our Approach & Solution

- Infinite crafted a user-friendly design for both online and mobile banking and upgraded the bank's system to be cloud-based. The solution focused on four key areas:
- **Enhancing Customer Experience:** Infinite redesigned the bank's online and mobile interfaces, offering a seamless and intuitive user experience to attract and retain customers.



- **Modernizing Legacy Systems:** By updating old systems, Infinite enabled a more flexible and adaptable open banking model, allowing the bank to keep pace with industry standards.
- **API and Microservices Integration:** Infinite integrated the bank's systems using APIs and microservices, ensuring smooth communication and interoperability with other platforms.
- **Cloud Migration:** Moving the bank's infrastructure to the cloud provided better flexibility, scalability, and growth potential, positioning the bank to quickly adapt to future technological advancements.



Business Outcomes:

The transformation significantly improved the bank's digital services on both Mobile and Web platforms. This resulted in:

- Superior customer experience
- Enabled faster time to market for new features
- The cloud native design enabled bank to achieve the agility and scalability.



~40% faster time to market for new features

9M+ Customer lives impacted with enhanced banking experience

>30% Reduction in cost



About Infinite

Infinite is a global leader in digital engineering and IT services, with over two decades of experience helping clients in digital transformation and creating business value.

Our Offices



Services

- Business Transformation
- Digital Transformation
- Cloud Migration & Modernization
- Product Engineering
- Business Process Automation
- Infrastructure Management
- Application Management
- DevSecOps
- Enterprise Analytics
- AI/ML
- Testing and QA Services
- Product Implementation Services

<p>\$1B+</p> <p>FY 2023 Revenue</p>	<p>16000+</p> <p>Global Employees</p>	<p>20+</p> <p>Delivery Centers across Onsite, Nearshore and Offshore</p>	<p>150M+</p> <p>Lives touched</p>	<p>400+</p> <p>Customers</p>
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Infinite helps Financial Institutions meet rapidly changing customer expectations, exploit disruptive business models and new technologies, become more efficient and resilient, and navigate uncertainty, risks and regulations. We deliver this with our "NextGen" Domain, Digital, and Platform Engineering services.

The Infinite Difference

Strong domain expertise across banking, payments, lending, asset management and insurance built from years of experience in designing and building business platforms for Fintechs and other clients. This enables us to deliver tangible business and transformation outcomes thereby delivering **greater value**.

Our deep product, engineering and platform capabilities including architecture, design, build, integration, automation, DevOps and CloudOps. This enables us to deliver next gen business platforms and data driven customer experiences thereby delivering **speed to value**.

Meeting clients' needs with cost effective offshore, nearshore, and onshore teams, deep engineering talent, and flexible and Innovative engagement models from augmenting teams, end-to-end managed services, and outcome-based engagements. This enables us to **deliver value efficiently and predictably**.

For more information, please contact: askBFSI@infinite.com
Visit us at www.infinite.com/banking-financial-services-and-insurance/