

complexity reduction IN GLOBAL BANKING



INSIDE

■ **Retail Banking
the Days Ahead**

■ **RBI Chooses
Polaris' CB-CBS**

■ **Providing
Knowledge
Shelving
Warehouse
for a Global Bank**

■ **FT Grid:
Undisrupted
Access, Total
Security,
Greater ROI**

COPYRIGHT NOTICE

Copyright © 2012 Polaris Financial Technology Ltd.

All rights reserved. These materials are confidential and proprietary to Polaris and no part of these materials should be reproduced, published in any form by any means, electronic or mechanical including photocopy or any information storage or retrieval system nor should the materials be disclosed to third parties without the express written authorization of Polaris Financial Technology Ltd.



Arun Jain
Chairman and CEO
Polaris Financial Technology Ltd.

FOREWORD

Dear Reader,

The international banking scenario is experiencing changes that are driven by business needs (leading to business remodeling), increasing regulatory requirements, increasing operational costs and consequential decreasing margins. The global economy continues to impact the banking industry. To add to the existing challenges, aging IT infrastructure fall short in meeting increasing consumer demands and other requirements or meet increasing competition.

Financial institutions that run legacy applications need to safely migrate them to new platforms. In parallel, the growing number of new payment platforms and technologies necessitate new services with Web-enabled applications and futuristic application development platforms. All this leads to complexity. True value is provided when a bank's chosen partner not only offers robust business-promoting solutions, but also solutions that help reduce complexity. Polaris' solutions and services aim at Complexity Reduction.

Complexity Reduction is based on simplicity and innovation. Intellect™ Customer Business eXchange (CBX) is a wonderful case in point. The solution is a widget based, integrated, agile and informed decision-making solution that provides superior multi-channel customer experience delivery. It is built on an unparalleled depth of domain knowledge and a strong belief in the advantages of Service Oriented Architecture. CBX delivers superior user experience and increased productivity owing to its configurable dashboards in the form of role-based 'widgets' that correspond to business sub-verticals and encourage contextualized and effective action, offering superior work canvases. This help to radically bring down unnecessary complexity for a bank's application user.

This issue of Fintellekt (Issue 107) highlights our solutions to the Retail Banking sector. The issue is replete with case studies and analyst report accolades that showcase Polaris' prowess in offering world-class Retail Banking solutions to global clients. With an integrated portfolio of building, maintaining, supporting, extending and expanding Financial Technology infrastructure, we provide our clients the biggest opportunity to reduce complexity within their infrastructure, thus making them more efficient.

Needless to say, Polaris' capability to deliver seamless solutions on time and in full makes it the chosen technology partner for 9 of the top 10 global banks and 7 of the 10 top global insurance companies.

Happy Reading!

Arun Jain

This page has been intentionally left blank

CONTENTS

1		Expert Speak Retail Banking the Days Ahead	17		Polaris Provides Complex Remittance Application for Leading Bank in Asia-Pacific
3		Polaris Provides End-to-End Test Service on Retails Portal Application for a Tier One Bank in UK	19		Polaris Helps Leading Asian Bank to Accelerate its Retail Banking Business
5		Polaris Creates 'Know Your Customer' Utility Application for Leading Global Bank	21		Leading US Based Retail Bank Goes for Polaris' FAAF Based CRM Solution
7		Reserve Bank of India Chooses Polaris' Core Banking Solution for Central Banks	23		Polaris Provides Leading American Bank Migration and Global Support for its Multiple ATM Applications
9		Leading African Bank Chooses Polaris to Implement Core Banking Solution	25		Polaris Implements Knowledge Shelving Warehouse in Retail Banking Process for Global Bank in APAC
11		Polaris' Phone Banking Application for Call Center Agents Enables Scalability to Handle 9.1m Calls With 1500 Concurrent Logins	27		State-Owned Bank in Vietnam Implements Polaris' Comprehensive Banking Suite
13		Polaris' Multi-Lingual Interactive Voice Response Application increases efficiency of American High-Street Bank	29		Expert Speak Financial Technology Grid: Undisrupted Access, Total Security, Greater ROI
15		Vietnam Bank of Social Policies Implements Polaris' Core Banking Solution	35		Analyst Speak
			40		Spot Light

EXPERT SPEAK



RETAIL BANKING THE DAYS AHEAD



Shripad Vaidya
Head, Global Retail
Banking Vertical Practice

Banks across the globe have a grueling task of repositioning their business portfolio in view of financial upheavals in the wake of the European crisis and the American journey to achieve financial freedom. In parallel to this unstable scene, revenue models in Retail Banking are radically changing as traditional revenue sources of transaction-driven volumes are drying up. These are being replaced with a new wave of portfolio-driven revenue propositions where customers are increasingly expecting banks to guide their financial destiny.

Post the first decade of the 21st century, banks have increasingly looked at transitioning from 'Run-the-bank' to 'Change-the-bank' paradigm. Consequently, technology plays a vital role in assisting banks to position themselves to the needs of intense personalization, micro-profiling, predictive behavior analysis, relationship-based pricing while maximizing potentials of technology usage.

Investment patterns by Retail Banks could be mapped in three distinct business objectives such as achieving enterprise growth, enriching Customer Centricity and optimizing Operational expenditure (Opex). While Retail Banks in APAC and Middle East have higher thrust on enterprise growth and enhancing customer centricity, banks in North America and Europe are keen on optimizing Opex. However some technology initiatives in mobile and social space across North America and Europe have created a new wave of revenue-led opportunities and have enabled customer centricity. North American banks have also taken steps in brand nourishment with new projects such as in strengthening their customer on-boarding process, intense customer and operational analytics and matching European banks in card space for EMV chips, etc.

For the financial year 2012, Gartner¹ has prescribed the following key essentials for Retail Banks:

- Innovate regardless of economic conditions
- Focus on performance not just compliance
- Simplify apps architecture and infrastructure
- Deliver context-aware experiences

Retail Banks are experiencing the new wave of technology adoption in which the definition of the customer relationship is transforming from mere call center and branch-driven interaction to that of the intangible world of the Internet, mobile and social media. Moreover the 'definition of a customer' is changing from being 'a person transacting with the bank' to that of 'any individual whose perception may impact on overall brand of the bank across traditional as well as new media, whether he/she has transacted with the bank or not'. Moreover social media has moved from the mere means of marketing a bank's products and services to that of positioning the bank's proposition, acquiring new customer segments, relating to the aspirations of customers, creating new campaigns and loyalty programs, test marketing new initiatives, mining new opportunities, predicting perceptual transition of the bank's brand in the minds of the customer, and so on.

In today's challenging environment, technology solution providers providing services to Retail Banks need to enrich strong domain influence, have deep understanding of customer's business needs, establish profound research commitments and develop exemplary execution capabilities. While the decade post Y2K paved way for rationalization of applications, conceptualization of SOA architecture, decomposition by way of new business focused hubs, multi-channel integrations, etc., the decade ahead would see a new wave of light-weight technologies and customer-intrinsic applications. Moreover, the days of strong consolidation, reduced margins, inexplicable jerk to traditional stronghold are not too far. While Generation X passes the baton to Generation Y, banks are increasingly focusing on their core activities; technology and service providers have a bigger role to play in supporting the core as well non-core dimensions of the business.

Banks are increasingly expecting technology vendors to play the role of a 'partner in progress' with every new technology innovation such as cloud computing, big data, banking apps store, mobile-commerce, hyper digitization with complex event processing, mining customer data to seek new opportunities to relate, advise, recommend, execute and seek profitable avenues, etc.

The background is a dark blue gradient with a complex, abstract pattern. It features numerous concentric circles and rings of varying thicknesses, some of which are glowing with a bright blue light. Interspersed among these circles are several glowing spheres or orbs, some of which are larger and more prominent than others. The overall effect is one of depth and dynamic movement, suggesting a futuristic or technological theme.

Adhering to best practices - every time



POLARIS PROVIDES END-TO-END TEST SERVICE ON RETAILS PORTAL APPLICATION FOR A TIER ONE BANK IN UK

Completely automates payment import-export application

The client, a tier-1 bank in the United Kingdom, required functional testing for its Internet Banking, Payments testing for Import/Export application, Performance testing on POI Payment Online, and tracking and maintenance of test scripts and defects.

Polaris offered solutions in cards and ATM, POI Payment online and Internet banking. With its expertise in ATM technology, Polaris categorized cards into various classes of Debit cards or Credit cards.

Polaris completely automated the payment import or export application using QTP 8.2 and conducted Performance testing on POI Payment online using LoadRunner with 1200 concurrent user generating 40,000 payments per day.

As a part of its Internet Banking solution, Polaris' test team quickly took charge of critical release with the expertise in testing and thorough understanding of the testing process. For providing a solution for cards and ATM, traditional manual scripts were loaded to Test Director, and test packages were reused.

The solution tested all the scenarios for the hopper change, and suggested that this can be automated, thus enabling the re-run of almost all the scripts, and hence reducing the man days required. The solution also provided complementary on-site or offshore time zones improving the time-to-market situation. Test Director was introduced for debit cards to report, track, and maintain the test scripts and defects.

HIGHLIGHTS

Performance testing conducted using LoadRunner with 1200 concurrent user, generated 40,000 payments per day

Improved the time-to-market situation

System testing sign-off documents were produced with metrics and defect analysis





**Advanced solutions promoting
greater compliance**



POLARIS CREATES 'KNOW YOUR CUSTOMER' UTILITY APPLICATION FOR LEADING GLOBAL BANK

Solution allows client to have swift releases every 2–3 months

The client is one of the largest banking and financial services organizations in the world. It's international network comprises around 7,500 offices in 87 countries and territories across Europe, Asia-Pacific, Americas, Middle East, and Africa.

The bank wanted to implement its banking program 'TOPAZ' globally to extend their current Know Your Customer (KYC) program. However, before implementation, it wanted to independently assess this program to check its suitability across 83 countries. HSBC also wanted to identify the current limitations and constraints and help draw up a road map to address the same.

Polaris recommended the client to externalize KYC profile data and to extend Services and Persistence layers. It suggested them to accelerate GCOS decoupling strategy and to create a separate KYC utility application. Polaris also proposed the usage of Pega for UI/BPM & Java for Services and Persistence Layers and Out-of-the-Box Pega reports for operational reports. The client was asked to have Requirements—Design—Test Case traceability matrix.

The Modular architecture along with 'Product Driven' releases was used to address parallel development problems. The suggested solution allowed the group to have swift releases (every 2–3 months). The design and architecture of the application could support 800 concurrent users. The client used the recommended reusable interfaces to reduce the efforts required in upgrading the application.

HIGHLIGHTS


Enables advanced levels of KYC compliance

Faster releases supporting 800 customers

Swift releases (every 2–3 months)

Modular architecture used to address parallel development problems





Bank

Complexity reduction for the nation's central bank



RESERVE BANK OF INDIA CHOOSES POLARIS' CORE BANKING SOLUTION FOR CENTRAL BANKS

Enterprise General Ledger was re-engineered and implemented in six weeks

HIGHLIGHTS

XAP technology for better performance

70-75% auto-generated code

Ready-made CBS framework



HIGHLIGHTS


ON-GOING IMPLEMENTATION

Integrated architecture and concurrent accounting entries providing seamless integration of all banking department functions – DAD, PAD and PDO

Enable a single window for customer interfacing at counters and provide for integrated Internet banking delivery channel

CBS and RTGS interfacing but independent functioning of each other

Support for high TPDPA, bulk of the load in the system from RTGS, NEFT, and portal channel transactions



The Reserve Bank of India (RBI) is the Central Banking Institution of India and controls the monetary policy of the Indian rupee. The bank needed a solution that would efficiently move funds through a country-wide banking system. The solution should also provide information to assist in Risk and Monetary Management and policy formulation, thus helping in expanding the reach of the the central bank through effective delivery channels and disparate systems. However, they lacked Straight-Through- Processing (STP) among applications and a single General Ledger (GL), which prevented the bank's real-time view of information.

Polaris' solution re-organized RBI's Chart of Accounts, and enabled the bank to migrate transactions and balances of all the accounts of the IAU wherever legacy systems IAS were running. The solution also provided a consolidated view of government and bank balances through a single GL, and enabled centralized maintenance of accounts that include Access module, GL module, Transaction module, Client and Account Operations module, Reports module, and EOD/SOD. The GL chart of accounts was set up in a 4-tier hierarchy (GL – Sub GL – Break GL – Micro GL).

The bank gained a unique Central Banking Solution, technology for performance and scale, and a fully integrated Enterprise-class solution.



TRANSFORMING THE BANK



LEADING AFRICAN BANK CHOOSES POLARIS TO IMPLEMENT CORE BANKING SOLUTION

The solution was implemented in over 20 branches covering more than 1.5 million accounts

The client is one of the most progressive banks in Tanzania with rapid expansion plans across Africa.

After deploying a third-party solution provider's Core Banking Solution, the bank faced difficulties in expanding its business due to constraints in the solution - in terms of technology and capability to launch new products and services. Its poor security features was another major area of concern. The bank wanted a robust CBS that would address the above mentioned concerns, thus helping them in expanding faster and having the early-mover advantage.

Polaris offered its world-class Intellect™ Core Banking Solution. The modules implemented covered Retail Banking, Trade Finance, Integrated Treasury Management, Fixed Assets Management, Anti-Money Laundering, and Internet Banking solution.

The browser-based solution used JEE 5 and Oracle 11g database. The country-wide implementation included 20 branches covering more than 1.5 million accounts and about 100,000 customers.

HIGHLIGHTS

Rich functional and security features at operational and database level

Ease of use and flexibility to launch new products and services through configuration

High performance of the solution in existing sites

Low total cost of ownership and running cost



A woman with dark hair, wearing a grey cardigan over a white collared shirt and a headset, is smiling and looking towards the right. She is sitting at a desk with a computer monitor and keyboard. In the background, there is a large window with a view of a city and a blue water cooler. The overall scene is bright and professional.

**Provides complete access
to customer portfolio - on the move**



POLARIS' PHONE BANKING APPLICATION FOR CALL CENTER AGENTS ENABLES SCALABILITY TO HANDLE 9.1M CALLS WITH 1,500 CONCURRENT LOGINS

Reduction in call duration from 15 minutes to 3 minutes

Polaris' clients were call center agents who required a user-friendly phone banking application that would enable them to view the complete details of a customer in a single page. The solution should seamlessly toggle through all customer-linked products and handle customer calls with minimum turn around time and with better quality of service. The agents also required a robust cross-selling (Service-to-Sales) functionality that will help the bank to improve the portfolio and the agents to improve their sales productivity.

Polaris developed a Web-based application that helps call center agents click and execute all the element of their BAU activity instantly. It provides complete access to all the products in the customer portfolio, such as Loans, Banking, Auto Insurance, etc., through a single window. The application was designed to use a Middleware (Tuxedo) and to re-use existing complex business logic. It ensures efficient call review mechanism to cater to all the regulatory requirements of the client. The application also enables connectivity to other heterogeneous systems through Web services.

The application increased the call center agents' productivity by 140%! It is scalable to handle over 9.1 million calls with 1500 concurrent logins. The 'Single View' of customer information enables reduction in call duration from 15 minutes to mere 3 minutes. The application is hack proof, thus enabling the client to outsource call center activity to a third party. Finally, it integrated with the knowledge repository and customer communication engine to enrich customer service.

HIGHLIGHTS

Productivity of call center agents increased by 140%

Scalability of system improved to handle over 9.1 million calls with 1,500 concurrent logins

Application was hack proof

Significant improvement in performance, availability, stability, and ease of administration



SEARCHED

NOT FOUND

Reducing costs and saving precious man hours



POLARIS' MULTI-LINGUAL INTERACTIVE VOICE RESPONSE APPLICATION INCREASES EFFICIENCY OF AMERICAN HIGH-STREET BANK

Solution provides suggestion on application enhancement based on Clickfox analysis

A high-street bank in the United States of America required efficient implementation and working of IVR applications as per its defined business and functional requirements to meet the growing needs of its customers. It wanted create an effective test process that ensures feasibility for the bank staff to follow. The bank also required provision of test evidences for both pass and fail test cases through After Call Record (ACR), routing of the correct skill set along with the Screen-POP, Bi-lingual Testing (English and Spanish), and Business Flow diagrams for CCP for a better understanding on the IVR Call Flow.

Polaris provided ready support and availability of application knowledge through its experienced resources, reviewed requirements and design documents to identify gaps, and business flow diagrams. A test preparation and two testing cycles were planned to ensure that the application is defect free. The solution ensured that the caller is routed to the correct skill set along with a screen pop-up messaging, thus reducing the cost. It also implemented support during production cut-over, deployment or while going live. Moreover, the solution enabled collection of test evidences as logs from the server to ensure the correctness of test execution implementation.

The solution provided suggestions on application enhancement based on the Clickfox analysis that reduced the cost factor and saved significant amount of man-hours.

HIGHLIGHTS

95% Test Coverage

100% defect free

Significant amount of man-hours saved





“VBSP will leverage from the vast experience of Polaris because of its rich and extensive domain knowledge in an internationally competitive environment. The implementation of Polaris' Intellect GUB will help in our transformation towards effective operations and financial self sustainability.” Ms. Ha Thi Hanh (CEO, VBSP)



VIETNAM BANK OF SOCIAL POLICIES IMPLEMENTS POLARIS' CORE BANKING SOLUTION

Solution powers the bank's transformational initiative toward financial inclusion

Vietnam Bank of Social Policies (VBSP) is a government-owned bank that offers policy and micro-finance system solutions aimed at poverty reduction in Vietnam. The bank is head quartered in Hanoi.

VBSP required a replacement for its legacy system to accomplish its ambitious growth plans - and a solution that will help them to overcome the existing operational issues.

Polaris' Intellect™ Global Universal Banking M180, which is an end-to-end SOA-based Core Banking solution, offers the bank modules in Core and Lending solutions and a robust and scalable platform, enabling them to handle traditional banking products in an integrated and efficient manner. The solution will enable the bank to switch from its manual operations to an automated process, thus reducing time and cost of operations. VBSP will replace its legacy system and leverage the solutions for its ambitious growth plans with multi-currency, multi-branch and multi-banking capabilities to transform banking across all 64 branches of the bank. Its rich functionality will also give the bank a global view of customer accounts and relationships, with up-to-date information on accounts and transactions.

The new Core Banking System provides fully centralized data across the bank and consolidated and comprehensive information, and offers better flexibility through a parameterization framework. VBSP opted for Intellect GUB, as its high-level fitment would help the bank achieve its long-term goal of establishing rural leadership. The system will also allow the bank to streamline its various processes with modern technology, thus resulting in productive gains within the bank.

HIGHLIGHTS

Multi-currency, multi-branch,
and multi-banking capabilities

Provides global view of
customer accounts and
relationships





Enabling utility bill payment – anytime, anywhere



POLARIS PROVIDES COMPLEX REMITTANCE APPLICATION FOR LEADING BANK IN ASIA-PACIFIC

*Enables easy bill payment through the Internet and SMS,
anytime and anywhere*

The client is a high-street bank in Asia-Pacific. It required an enhanced Remittance application to track the movement of the NRI customer funds (inward and outward) and to facilitate utility payment through the Internet.

Polaris' Remittance application offers support to different types of payment formats, thus enabling the bank to tie up with different utility payment companies. Through this solution, the bank's customers were able to pay their utility bills and government dues through the Internet, anytime and anywhere.

The implementation of utility bills payments service helps in improving the process efficiency and customer service through convenience of payments for any utilities from anywhere, and thus, saves cost for the bank and the customer. The solution was built to enable the bank's customers to make payment even through SMS. The solution also enabled registration of various billers without any hassle and helped saving huge amount of money due to reduced branch banking visits by customer.

The service, though not charged, has the potential to earn the bank additional income.

HIGHLIGHTS

Offers improved process efficiency and customer service

Solution supports different payment formats

Saves bank's customers' money by helping them reduce their visits to bank branches





Enhancing business, accelerating growth



POLARIS HELPS LEADING ASIAN BANK TO ACCELERATE ITS RETAIL BANKING BUSINESS

Solution offers 360° view of customer portfolio

The client is a leading regional bank in East Asia, committed to provide 'Better Banking' to its individual and institutional customers.

The bank was focused on accelerating the growth of its Retail Banking business through improved products and services. The main requirements were to increase customer satisfaction and loyalty, provide a solution for business continuity and contingency, and to create a unified view of Customer Portfolios.

Polaris' solution for Banking and Financial services, provided a statement engine that generates statements and processes data for about 8 million transactions in just 8 hours. It also provides the balance certificate that generates online or batch mode balance certificates of customers and their portfolios residing on heterogeneous systems, and Cross Border Fund transfer that enables back-end and front-end automation of funds transfer outside the country.

The solution reduced time-to-market, improved customer satisfaction and loyalty management, enhanced visibility of available components and clarity on required enhancements, provided 360° view of customer portfolios to enable better cross-sell and up-sell and provided capability to set up new loan portfolios as well as to migrate existing portfolios.

HIGHLIGHTS

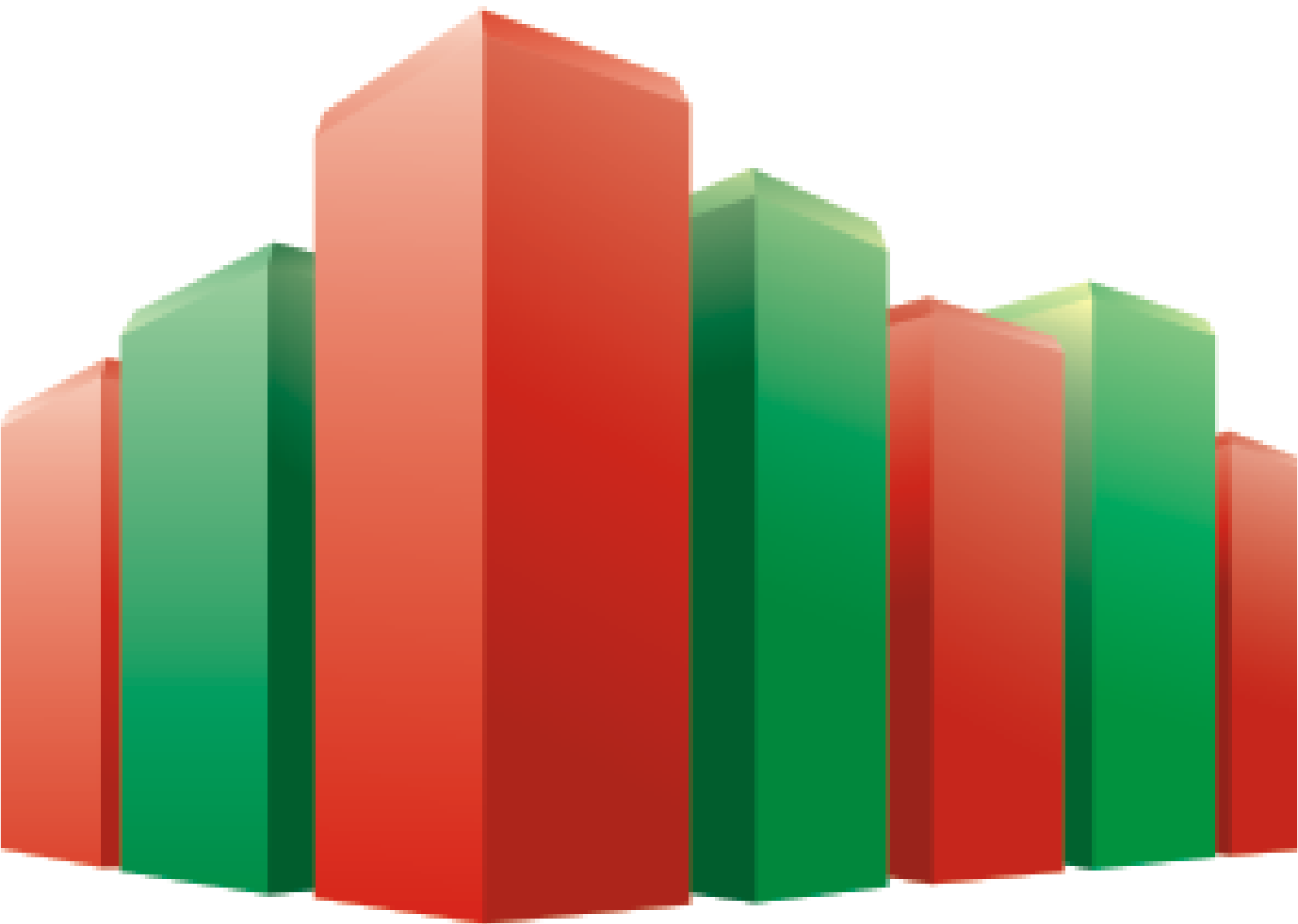
Customer satisfaction and loyalty management

Business continuity and contingency value delivered

Reduced time-to-market

360° view of customer portfolios increasing cross-sell





Improved scalability to support massive transaction volume growth



LEADING US BASED RETAIL BANK GOES FOR POLARIS' FAAF BASED CRM SOLUTION

Solution provides access to client data – anytime, anywhere

A leading American Retail Bank wanted to provide its bank staff seamless navigation to on-board client without multiple accessibilities, thus increasing the prospect-to-client conversion productivity time. It also wanted a 360° view of customer data.

Polaris provided a solution that included single sign-on authentication. It provided SFDC-NRL or batch integration with on-boarding application of the client. The solution enabled configuration for de-duplication entity and enabled outlook and Blackberry integration for anywhere and anytime access. The solution also integrated SFDC with product processors for customer demographics and financial data.

SFDC implementation provides single user experience for on-boarding clients in private banking and prevents multiple service officers reaching out to same prospect. This, decreases the prospect-to-client conversion time. The solution also enabled unbridled access to client data. It captures and presents customer portfolio snapshot along with financials to management for future forecast.

HIGHLIGHTS

Single sign-on implementation using SAML

Significant improvement in performance, availability, stability and ease of administration

Improved scalability to support massive growth in transaction volumes



Enhancing project communication through onsite-offshore engagement model





POLARIS PROVIDES LEADING AMERICAN BANK MIGRATION AND GLOBAL SUPPORT FOR ITS MULTIPLE ATM APPLICATIONS

Solution amalgamated the client's and Polaris' best practices

The client, a leading American Bank, wanted to migrate from its legacy systems to New Technology Delivery System (NTDS) architecture that supports ATM, PC and Web-based applications.

The onsite- offshore engagement included migration of all banking products and services to NTDS and support to multiple ATM platforms. The client wanted to run parallel applications that included legacy as well as NTDS systems. The client also required the following services:

- Manpower training and strategy to test new technology and to maintain existing legacy system
- Testing scope
- Functionality and regression testing
- Performance and stress testing
- Infrastructure (device) testing
- Security and Distributed Secure Instrumentation testing
- Certified software to be shipped directly to the businesses

Polaris set up a pilot team to transfer knowledge from North America. It set up an offshore ATM test lab with more than 60 ATMs (multiple platforms). Twenty percent of the resources were deployed onsite which enabled effective interaction between the teams. Polaris optimized the testing methodology by amalgamating the best practices of the client and Polaris. It collected and analyzed metrics for continuous improvement, created repository for hosting the training kit and enabled access to Knowledge assets and dashboards for team members across Polaris and customer sites.

The result helped in 40% reduction in time and 50% reduction in manpower cost. It enhanced cost savings in terms of test facilities, training, testing tools, and office space. It also enabled growth of dedicated third-party team for testing, thus ensuring unbiased testing, access to tools, utilities and checklists developed in-house, and availability of various QA-related reports and metrics.

HIGHLIGHTS

50% reduction in manpower cost

Cost savings in test facilities, training, and office space

Enabled access to knowledge assets and dashboards





Connecting business knowledge to systems, processes and users



POLARIS IMPLEMENTS KNOWLEDGE SHELVING WAREHOUSE IN RETAIL BANKING PROCESS FOR GLOBAL BANK IN APAC

Solution creates 1000+ business scenarios

The client is a global bank in the Asia Pacific. Polaris had to prepare a functional model of the banking system at multiple levels of detail - covering the numerous modules in the bank's environment in depth. This included various aspects of banking such as consumer, corporate, investment banking, and insurance.

Polaris conceptualized and created a functional model, wiring the various levels, namely L0 (high-level), L1 (next level of decomposition), and so on, where each level would drill down to the next level to show the list of processes and sub-processes of each module in the bank's landscape, thus shelving the entire gamut of Consumer Banking. Business scenarios were envisaged for each module, with each business scenario containing a subset of processes and sub-processes, as relevant to the scenario. To establish a connection to the application, the appropriate screenshots from the application were hyperlinked to the sub-processes depicted in the lower-detail (L2) functional models. Annotations were added, wherever required, to bring out nuances in functionality of a process or a sub-process.

The solution helped in providing a Single-Page Process Map (SPPM) through the L2 architecture model and in resolving queries. It facilitates process-based gap analysis and requirement gathering and also serves as training material. The process mapping helps in identifying process bottlenecks. The business scenarios help envisage functional test cases.

HIGHLIGHTS

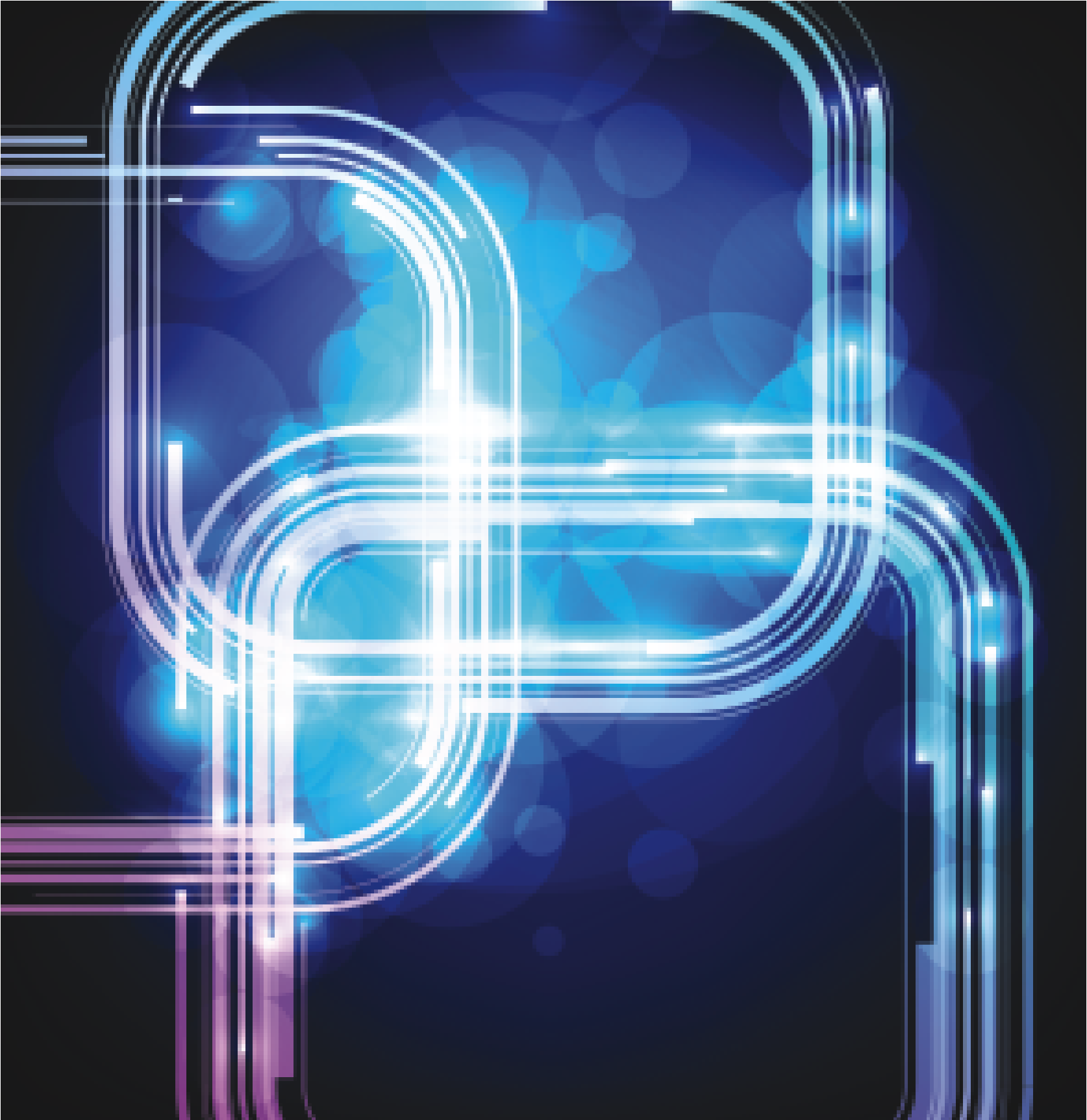
Created 1000 plus business scenarios

Provides SPMM through L2 architecture model

SPMM acts as training material

SPMM helps identifying process bottlenecks





Technological superiority enables more efficient business



STATE-OWNED BANK IN VIETNAM IMPLEMENTS POLARIS' COMPREHENSIVE BANKING SUITE

Intellect™ solution enables the bank to handle traditional products in an integrated manner

The client is the youngest and fastest growing state-owned bank of Vietnam. It has the fourth largest branch network among the banks in the country - 233 branches spread over 32 key provinces and cities nationwide.

The client required a new Core Banking System. For more than 15 years, the client relied on its FoxPro-based legacy system. However, the need to retain its competitive edge vis-à-vis global players and meet evolving customer demands necessitated a transformation to a new age system.

Polaris implemented Intellect Core, Intellect Lending, Intellect Trade, and Intellect Treasury for setting in the reformation.

Intellect enables the client to handle traditional banking products in an integrated and efficient manner across the enterprise. It also gives the bank a global view of customer accounts and relationships, and provides up-to-date information on accounts and transactions. Intellect would further enable the bank to move from manual data input to various automated functions meeting operational requirements. The solution would also provide the bank with the flexibility and robust scalability that it requires to support its aggressive growth plans and streamlined business workflow for increased productivity.

HIGHLIGHTS

More integrated and efficient banking system

Streamlined business workflow for better productivity

Flexible and robust scalability for aggressive growth





WHITE PAPER



FINANCIAL TECHNOLOGY GRID: UNDISRUPTED ACCESS, TOTAL SECURITY, GREATER ROI



Ramakrishnan Ramani
Manager, Marketing Communications

Introduction

Since the mid 2000s, numerous articles across the World Wide Web emphatically state that the Cloud is over us. Realizing the potential of the Cloud phenomenon, many service providers are moving into it and are offering their solutions and products on it. However, despite so much hype, not many understand the concept.

So What is the Cloud?

According to Gartner, “Cloud is a style of computing where scalable and elastic IT-related capabilities are provided as a service to external customers using Internet technologies.” Computing through the Cloud includes the accessibility of computational resources, such as data and software applications accessible through a computer network such as WAN or the Internet, rather than through a local computer. Typically, data are stored on Server Farms that are generally located with the Cloud service provider. The online service is offered from a Cloud provider. According to Wikipedia, in some cases, legacy applications (Line of Business applications that until now have been prevalent in thin client Windows computing) are delivered through a screen-sharing technology such as Citrix XenApp, whereas the computing resources are consolidated at a remote data center location. In other cases, entire business applications have been coded using Web-based technologies such as Asynchronous JavaScript and XML (AJAX).

Most Cloud computing infrastructures consist of services delivered through shared data centers and appear as a single point of access for consumers' computing needs. Commercial offerings may be required to meet Service Level Agreements (SLAs), but specific terms are negotiated less often by smaller companies.

The cloud is the confluence of three major entities—service orientation, virtualization, and computing standardization through the Internet, where utility-based computing, on-demand services, grid computing, Software as a Service (SaaS), and others, are key drivers.

Types of Clouds

A cloud can be either public or private. A public Cloud is one where solution and services are provided to the general public on the Internet. Currently, Amazon Web Services is the largest public Cloud provider. On the other hand, a private Cloud is a proprietary/private network that supplies hosted services to a finite number of people.

The use of public Cloud resources to create a private Cloud is known as a virtual private Cloud.

Why Move to the Cloud?

Conventional computing models possess certain inherent challenges. The IT infrastructure of an organization is the bottom line of its productivity, work efficiency, and profits, without which, a business entity cannot function. However, huge IT costs that encompass installation, integration, and maintenance, lead to continual decline in profits due to increasing operational costs.

For one, the expense of owning and hosting applications, servers, and related hardware would be on the organization - not to forget other associated resources, such as electricity and manpower, to run the systems and the required infrastructure. Also, ramping up and down is laborious, time consuming, and expensive. The total cost of ownership is entirely on the host, which is the organization itself.

What are the drivers for businesses to harness services offered on the Cloud? The National Institute of Standards and Technology offers the following five characteristics of the Cloud, which are the reasons for its adoption:

1. Rapid Elasticity: Elasticity is defined as the ability to scale resources, both up and down, as required.
2. Measured Service: Cloud services are controlled and monitored by the Cloud provider, and the provider bills the consumer only for what they use.
3. On-Demand Self-Service: A consumer can use Cloud services as needed without any human interaction with the Cloud provider.
4. Ubiquitous Network Access: The Cloud provider's capabilities are available over the network.
5. Resource Pooling: Resource pooling allows a Cloud provider to share the physical and virtual resources according to consumer demand.

The Financial Technology Grid

The Financial Technology Grid (FT Grid) is Polaris' Cloud-based Financial Technology solution with a capacity to cater to 100 Million Customers (MC). The FT Grid is a complete Enterprise-class cloud-based Financial Technology solution suite with multiple features such as virtualization, scalability, reliability, global reach, 24x7x365 support with vernacular localization, and information security that enables services to be provided at the customer's doorstep. Its rich functionality, and yet, easy-to-implement features, will help banks to overcome difficulties in implementation of core banking complexities across the board.

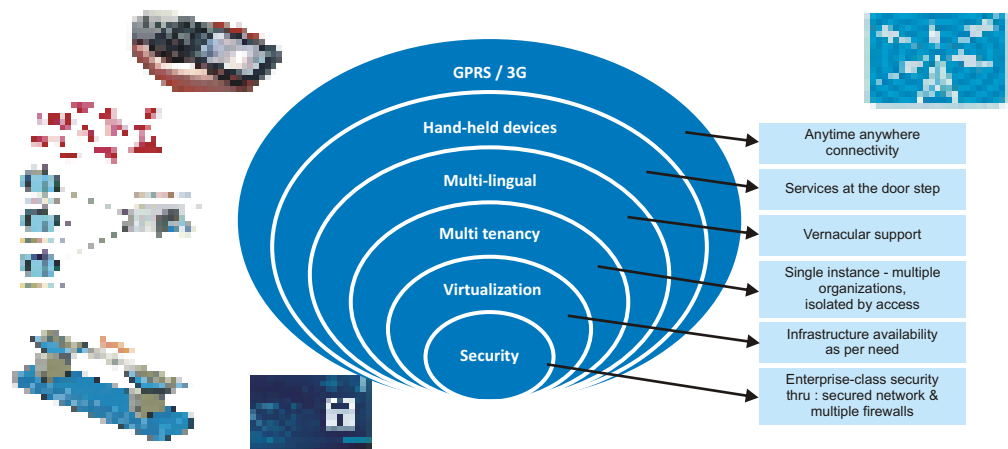


Figure 1: Smart Technology

The highly scalable FT Grid also allows savings of up to 85% on energy consumption and associated carbon dioxide emissions.

Financial Technology Offerings on the Grid

Through the grid, Polaris offers its Financial Technology infrastructure and banking products on a pay-per-use model to banks and financial institutions through a ready-to-use platform with industry-standard hardware, middleware, RDBMS, and network connectivity components. To cater to the three major banking divisions, the FT Grid is offered in three different clusters. This distinction has been made to cater to ready markets across geographies, keeping their respective requirements in mind. The three clusters are as follows:

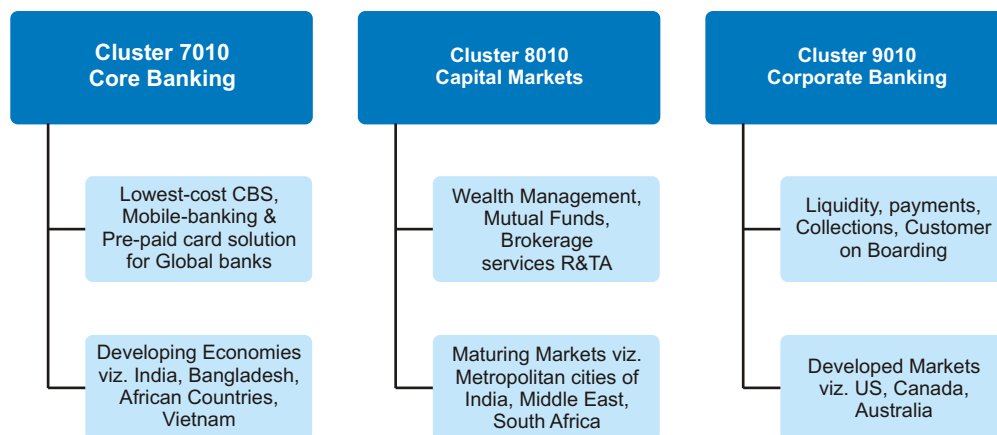


Figure 2: Aggregation of Product Clusters

“Polaris prides itself in launching the next generation FT Grid in the cloud environment. With the launch of the FT Grid, we firmly establish ourselves as the complete Financial Technology company. We have branded this offering as ‘GRID’ to match with our vision of making banking services available as ubiquitously as electricity is available over a power grid today. As leaders in financial technology, we have taken the initiative of launching this offering in keeping with Polaris’ tradition of leading the field.”

Arun Jain

Chairman & CEO
Polaris Financial Technology Ltd.

What Makes FT Grid a Robust Solution?

The FT Grid enables banks and financial institutions to readily access applications on a robust infrastructure, thus helping them avail services on per account / branch per month or based on equivalent usage charges. It will also allow clients to avoid license procurement and maintenance, thus reducing costs significantly. The pay-per-use (Cloud) model cuts down the lead time required to purchase various components, allowing banks to start using applications much earlier than a traditional SI or outright purchase model. It will also allow clients to avoid license procurement and maintenance, reducing costs significantly.

FT Grid's Seven Dimensional Model

The FT Grid's seven dimensional model offers its customers on-demand services with a required infrastructure, enabling them to shift their primary focus solely on core business. From an IT perspective, the services offered will significantly add value to banks and financial institutions, catering to their infrastructure needs through seven critical drivers that would give it the definite edge over its peers in the industry:

Security: Polaris’ association with IdenTrust™, a global leader, in trusted identity solutions recognized by global financial institutions and United States federal identity programs as well as supply chain markets, brings world-class digital security to the offering.

Applications: Polaris’ SOA-based application suite ‘Intellect™ GUB’ comprises nine key platforms and over 95 products for delivering mission-critical solutions for Retail Banking, Corporate Banking, Treasury and Liquidity Management, Core Banking, Capital Markets, Asset & Wealth Management, and Insurance.

Support: Polaris' global data centers ensure 24x7x365 support with seamless and continuous upgrades and elimination of disruption in workflow.

Connectivity: The strong partnership with network providers enables Polaris to offer the most comprehensive financial inclusion services, with an estimated reach to 55,000 villages across India. This model can be adapted to cater to other emerging countries as well.

Reach: Polaris' mobile Cloud offerings assure services worldwide, anytime and anywhere.

Localization: Polaris provides customized, vernacular solutions for over 350 mission-critical applications across 100 countries. These solutions can be created in the local language of the country in which the solution is being deployed.

Deployment: Polaris' Intellect™ product suite is live in over 200 countries across the globe providing uninterrupted services.

90% of all UCBs not having CBS can be managed with 40% of installed FT Grid capacity!

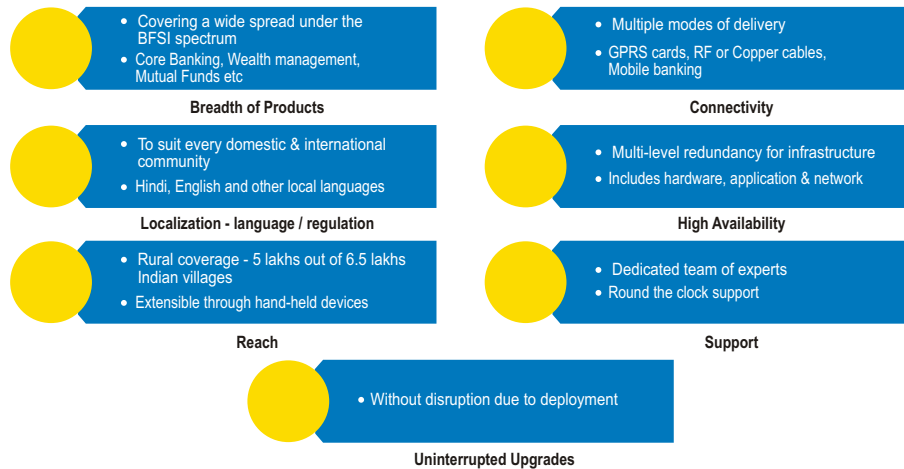


Figure 3: Key Features

Business Benefits of Using the Solution

The FT Grid enables banks and financial institutions to readily access applications on a robust infrastructure, helping them to avail services on per account/branch per month or equivalent usage-based charges. The pay-per-use (Cloud) model cuts down the lead time required to purchase various components, thus allowing banks to start using applications much earlier than a traditional SI or outright purchase model. It will also allow clients to avoid license procurement and maintenance reducing costs significantly.

Partnering with the Leaders IdenTrust™ Inc.

One of the key concerns in providing solutions in the Cloud is security. FT Grid leverages the expertise of IdenTrust™ Inc. in security and PKI technology and its extensive experience in Identity business to provide a secure FTGrid. As the only bank-developed identity authentication system, IdenTrust provides a unique legally and technologically interoperable environment for authenticating and using identities worldwide. It provides applications which use electronic identities that establish contracts, grant authority, support secure encrypted data and information storage, and secure online interactions/transactions. Encryption combined with identity authentication is the key for next generation banking, and IdenTrust, with over 10 years experience in this field, is best equipped to deliver the highest levels of security on a cloud.



IdenTrust signatures
secure six trillion dollars
worth of payments for UK

IdenTrust runs
infrastructure supporting
100 million Identity
Validations per year

“While Polaris is the pioneer in financial technology, IdenTrust is the pioneer of the Identity Management solutions. With our experience of supporting over 100 million PKI validations every year, we have built deep expertise in delivering secure hosting services. This is a synergistic relationship as we will help Polaris build a secure cloud, and the Polaris cloud will help drive the adoption of Identity-based security within the banks.”

Karen J. Wendel
CEO, IdenTrust

IBM

IBM is the platform technology partner for the grid. As a partner, IBM's virtualization technology will help drive down the cost of infrastructure for FT Grid, and their well-proven platforms will provide the assurance of reliability and scalability to it.

Together, Polaris, IdenTrust, and IBM will work closely to provide reliable, scalable, fail-safe, secure banking to banks and financial institutions.

“We are happy to be associated as partners in FT GRID. IBM has a tradition of partnering with leaders and innovators in their fields. The choice of IBM as partners by Polaris for its FT GRID demonstrates that the leading banking solution providers of the world trust IBM for providing scalable, reliable platforms for running mission critical application. Our FT Grid partnership also demonstrates our commitment to providing solutions to the cooperative banks in India.”

Pradeep Nair
Director, Software Business, IBM India

IBM: Scalable and Reliable Platforms

In the recent Dataquest- IDC survey (2010) on the most coveted Customer Satisfaction (CSAT) studies in the IT industry, IBM was rated #1 in the Server Category. It was also rated #1 in x86 Blade server and mid-range server markets, and joint #1 in the x86 server market.

Conclusion

The Cloud is no more an option, but a must-have that brings numerous benefits. Apart from ensuring lower TCO to a client organization that can be translated to higher ROI, the Cloud helps in reducing implementation risks and creating economies through consolidation.

Polaris' FT Grid is the first and only comprehensive Financial Technology solution suite on the Cloud. Its 7Ss (Super Product Clusters for comprehensive solutions, Smart Technology that enables consolidation, Secure environment, Scalable high performance servers, Safe and Disaster-proof data center, Support [24X7 Monitored and Managed], and Smart Pay) makes it a natural solution of choice not only for global banking and financial organizations, but also for local banks.

THE WORLD'S LARGEST FT GRID™. THE LOWEST COST PER ACCOUNT CORE BANKING SOLUTION. EVER!



THE FT GRID. IT'S ON!

Virtualised. Scalable. Reliable. Secure. Global reach. 24x7x365 support. The complete enterprise class cloud+ solution.

More effective, more practical banking. On the world's largest FT GRID with an immediate 100 million customer capacity

Intellect™ Quantum Core Banking Solutions from Polaris, are the most efficient comprehensive frameworks for commercial banks, co-op banks, NBFCs, and central banks. On the FT GRID, banks and financial institutions can now readily access applications on a robust infrastructure, using services on per account / branch per month or equivalent usage-based charges. No more license procurement. No maintenance either. Significant cost reductions!

Rs.1 per account per month. That's all it takes! 60 days deployment. Inclusive banking finally gets real!

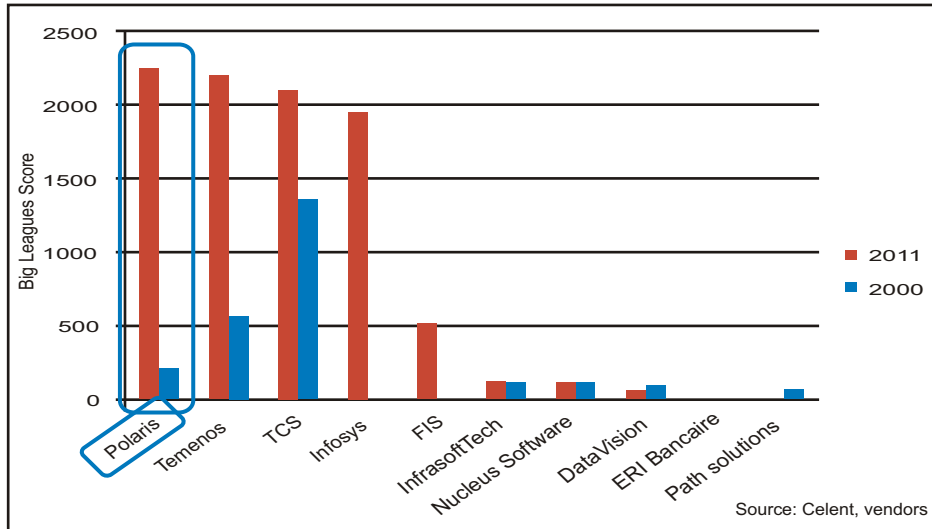
FT GRID alliance partner, IdenTrust™ Inc., directly addresses the critical security dimension, that has so far limited adoption of the cloud. The only bank-developed identity authentication system, providing a unique legally and technologically interoperable environment for authenticating and using identities worldwide. With encryption combined with identity authentication, FT GRID delivers and sets the highest industry security standards on the cloud.

FT GRID alliance partner, IBM's virtualization technology will help drive down the cost of infrastructure, while its well proven platforms will provide reliability and scalability to the Grid. Connect to the FT GRID to achieve your Inclusive Banking goals with confidence!



ANALYST SPEAK

POLARIS WINS XCELENT AWARD FOR CUSTOMER BASE FOR ASIA-PACIFIC REGION

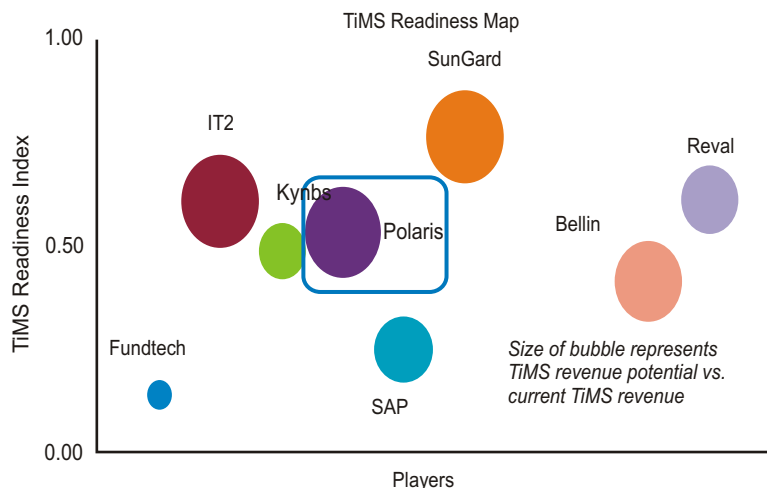


Polaris ranks number four and is stated to have the highest growth in the Core Banking category. Polaris' recent RBI win has received marquee branding in this 68-page report and has helped the Financial Technology company score valuably in the ranking index. In an interesting illustration Celent removed Polaris' RBI deal and TCS' Deutsche Bank deal to bring a like-to-like comparison of all global deals which helped Temenos, FIS, SAP, Infosys and C&W come out with respectability.

Source: Big Leagues Table 2012: Global Core Banking Sales Ranking, Stephen Greer, Bart Narter, March 2012

POLARIS' INTELLECT™ TREASURY NAMED AMONGST TOP VENDORS IN TIMS SPACE

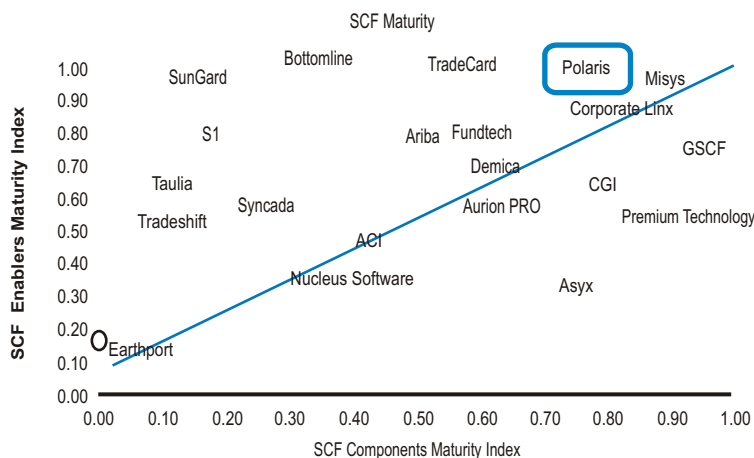
Polaris is amongst the top three global vendors for readiness on Treasury Intelligence Management Systems (TiMS). Its selection is based on the TiMS readiness index and on the size of the bubble. Polaris represents the new frontier for Treasury Management Systems (TMS).



Source: "The New Treasury Management Systems: Treasury Intelligence Management Systems", Enrico Camerinelli, December 2011



POLARIS' SUPPLY CHAIN FINANCE SOLUTIONS RATED AS 'LEADER' AMONG NINE LEADING GLOBAL SCF VENDORS



Polaris' Supply Chain Finance solutions (SCF) is ranked as a 'Leader' in Aite's Supply Chain Report (Part One) which compared and profiled nine vendors. Aite published the second part of the report which captures the profiles of 12 more SCF vendors. The chart displays the SCF Maturity Index that benchmarks the global 21 vendors in a single chart. It projects Polaris' SCF amongst the top three on a global basis.

Source: "Supply Chain Finance Software Vendors:Part One", Enrico Camerinelli, Feb 2012

POLARIS RANKS AMONGST TOP 3 GLOBAL VENDORS IN CLOUD-SPECIFIC 'OFF-THE-SHELF BANKING PLATFORMS'

Cloud topic	FIS	Infosys	Polaris Software Lab	SAP	Tata Consultancy Services (TCS)	Temenos
Cloud type	Community	Community	Community cloud, public cloud for core banking	Public	Community	Public
Cloud offering	Infrastructure	Subset of vendor's banking platform	Subset of vendor's banking platform	Multiple SAP solutions outside of banking	Private banking in community cloud; further functionality evaluated for public cloud	subset of vendor's banking platform
Underlying banking products	Development of community banking cloud today	Finacle Lite on the cloud	Polaris Intellect Suite combined with Polaris' FT Grid	Only plans for SAP Transactional Banking and SAP Bank Analyzer	TCS BaNCS	T24 MCB (Microfinance and community banking) on Microsoft windows Azure
Business analytics offering	No	No	No	No banking specific offering	No	Yes, but no full T24 capabilities today
Client group	Small to midsize community banks with fewer than 400 employees	Mainly tier-four and some tier-three banks	Both larger and smaller banks	Mainly smaller specialized firms, but also retail banks moving away from existing outsourcing operations	Small and medium-size companies	Mainly small banks and credit unions
Cloud infrastructure used	Design by FIS	Design by Infosys	Design by Polaris and partners such as IBM and IdenTrust	SAP	Design by TCS	Microsoft Windows Azure
Network services/ cloud access	Via FIS	Partners	Via Polaris	Partners, public network providers	Public internet	Local partners internet providers
Scalability	Via scalable architecture, load balancing, and capacity management	Third-party benchmarks on high availability, performance, and scalability	Multiple data centers with central monitoring	System/ application monitoring	Software design for scalability and virtualized hardware	Working with Microsoft on stress testing and benchmarking

Polaris, in dark green shade, is a niche player in ranks 'Application in the cloud with clients' category. The other organizations are TCS and Temenos. Polaris is the only vendor with listed clients in US and India wherein TCS has stated clients in India only and Temenos has clients only in Mexico. Also, Polaris is one of the top three global vendors to have applications in the cloud with client reference. Infosys currently has not reported any clients on Cloud yet, whereas FIS and SAP are still in the Planning phase on cloud applications for banking. "Polaris is the only Vendor that identifies and targets both small and large banks", states Jost Hoppermann, a leading analysts in the banking industry.

Source: "Off-the-shelf banking platforms are still scarce in the cloud" - Jost Hoppermann, Forrester, December 2011

■ Existing offering for applications in the cloud with clients ■ Existing offering for applications in the cloud; no clients yet ■ Plans for banking platforms in the cloud

NEW DEALS

Intellect Core Banking Solution to Drive Sri Lanka's Largest Development Bank

Regional Development Bank (RDB), the largest government-owned Development Bank with a network of 253 branches in Sri Lanka, chose Polaris' state-of-the-art Intellect™ Core Banking Solution (CBS), to overcome its challenges of existing manual operation, to meet critical requirements, and to cater to its 3.5 million customers. Ranging from specialized modules such as Pawning, Debentures, Securitization, Loan Origination, Integration Middleware, MIS and Analytics, Audit Trail and Access Control with Single Sign-on, to the basic Core modules such as General Ledger, Operational Accounts, Deposits, Loans and Advances, Leasing, Counter Operations, Remittances, the solution offers support to a wide range of banking operations to meet market-centric customer requirements. The customers of the Bank will benefit from better banking facilities from this automation.

Addressing the gathering, Mrs. Janaki Kuruppu, Chairperson (RDB) said, "We are finally able to meet a long felt need of the bank. Even though our bank was computerized, the six regions were not interlinked up to now. With this core banking solution, we will be able to link all 253 branches and service centers and thereby give a more efficient and convenient service to the customers and improve our productivity as well. We have partnered with MIT, a leading software company in Sri Lanka, along with Polaris, a leading software provider in India, to bring a state of the art solution to the bank."

Commenting on the deal K Srinivasan, EVP & Geography Head (IMEA), Polaris Financial Technology Ltd., said, "We are delighted that RDB chose Intellect Core Banking Solution for this modernization program leading to enhanced technology efficiency and business throughput. This is Intellect's 35th win this year and is a landmark deal establishing the acceptance of Intellect CBS as the modern Core Banking Solution."



Arun Jain, Chairman & CEO, Polaris Financial Technology Limited, addresses senior executives from leading global banks such as Citi, HSBC, Barclays, and LBG and elucidates the features of Intellect™ CBX and Hubs technology



FT Innovation London: Arun Jain in conversation with representatives from leading clients

SPOT LIGHT

FT INNOVATION SERIES IN LONDON

Polaris hosted the FT Innovation series in London, on 5th October. The event was attended by CXOs and senior IT professionals of key customers including Citi, HSBC, Barclays, and LBG. The proceedings included a demo of the Intellect™ CBX and Hubs technology. The event also provided a forum for discussion and networking for the clients with their peer group and senior leadership. The event was highly appreciated by the clients, both for the demo of NEXT GEN technology from Polaris and for the opportunity to discuss future trends in financial technology in a forum consisting of the leaders within this space.



The Polaris team at BAI 2011

SPOT LIGHT

BAI RETAIL DELIVERY 2011

Polaris, along with IdenTrust, participated in BAI Retail Delivery 2011, the world's premier financial services event for Retail Banking in Chicago from 11–13 October. Polaris' participation in BAI reinforced Polaris' commitment toward Retail Banking in the US. The booth was positioned in a high traffic area with good visibility for the GUB L0 back wall and offerings that included Retail CBX, HUBS, FABX, and Core Transformation using SOA and Testing. The stall had visitors from Tier 2 and 3 banks and Credit Unions in the US, LATAM and Caribbean banks, and ASPAC and Japanese banks. Polaris was also part of the BAI board lunch and workshop which included EVPs and SVPs from banks such as Wells Fargo, JPMC, BAML, UmpQua, M&T Bank, to name a few.

This year, IDC Financial Insights in association with American Banker and BAI announced the FinTech 100 at BAI 2011. Polaris was ranked 38 in the Global FinTech 100, moving up five places from 43 in 2010.



Visitors at the Polaris stall during the event



Govind Saxena (Senior Vice President, Corporate Banking Products, Polaris) in discussion with panelists during the panel discussion

SPOT LIGHT

FST MEDIA 6TH ANNUAL TECHNOLOGY & INNOVATION

Polaris was the Silver Sponsor at the FST Media 6th Annual Technology & Innovation—the Future of Banking & Financial Services. The event was held in Sydney on 3–4 November. The event was attended by Australia's senior banking, insurance, wealth management, and IT decision makers.

A panel discussion on the 'next big thing in financial services' was held. Govind Saxena—Head, Corporate Banking Products, was a panelist on the Innovation Leaders Panel along with Ed Terpening—VP Social Media, Wells Fargo, United States, Sandeep Baruah—Head of Online, Direct Banking, NAB, Michael Weeding—Head Digital Banking, Citibank, Stephen Bowe—Head User Experience and Digital Media, UBank, with Brad Howarth, Finance and Technology Journalist as the moderator.

During the event, Polaris showcased its Global Universal Banking product suite.



IDG Banking Vietnam 2011 – Amit Johari (second from right) with other PSL representatives recognized for their support and contribution to the ASEAN Banker Forum

SPOT LIGHT

ASEAN BANKER FORUM - BANKING VIETNAM

Polaris participated in ASEAN Bankers Forum at Vietnam on 7th and 8th of December 2011. The event was organized by the Vietnam International Data Group (IDG Vietnam), Vietnam Banks Association, and Deposit Insurance of Vietnam. The 2-day forum was attended by bank leaders, IT banking directors, experts in finance and managers of companies to supply IT solutions for banks, from India, Japan, Thailand, Singapore, Cambodia, Laos, and Vietnam.

Polaris was the Gold Sponsor of the event, which saw the presence of more than 1000 conference attendees and 1500 exhibition visitors including CEOs, CIOs, and executives from the State Bank of Vietnam, domestic and foreign commercial banks as well as other financial institutions. Polaris' stall was visited by prospective clients from Sancom Technologies, SVB, Vietnam Joint Stock Commercial Bank for Industry and Trade (VietinBank), MB Bank, BIDV Joint Stock Commercial Bank for Foreign Trade of Vietnam (Vietcombank) and Vietnam Technological and Commercial Joint Stock Bank (Techcombank).

Polaris' presence was highlighted with thought leadership opportunities. Bharath Natarajan, Head, Retail Banking was a panelist on the panel discussion 'Enhancing Customer insights and securing banking system to build higher quality for Retail Banking products or services.'



Arun Jain stressed that Seychelles has the potential to become the financial technology hub for African countries

SPOT LIGHT

ARUN ADDRESSES CENTRAL BANK OF SEYCHELLES' ANNIVERSARY LECTURE

Mr. Arun Jain, Chairman and CEO, Polaris Financial Technology Ltd addressed the 17th Anniversary Lecture at the Central Bank of Seychelles as a Guest Speaker. Mr. Jain shared the dais with His Excellency, Mr. James Alix Michel, President of the Republic of Seychelles, Mr. Pierre Laporte, Governor, Central Bank of Seychelles, and Mr. Benstrong, Chairman, Seychelles Bankers Association and Managing Director, Seychelles Savings Bank.

Addressing ministers, foreign dignitaries, bureaucrats, bankers, businessmen and academicians during the event and speaking on the theme of Technological Innovations Driving Financial Services, he emphasized on the role of Smarter Identity - single identity for every citizen that could be used for (a) Banking transactions (b) Social commerce transactions and (c) Government to citizen transactions, and a Smarter Infrastructure - Shared Financial Technology Infrastructure, where all banks invest as shareholders and pay-per-use to drive efficiency.

Mr. Jain said, "Being an archipelago in the African continent with a small population, Seychelles has the natural advantage for creating a niche for itself in the financial technology space. Seychelles has the potential to become the Financial Technology Hub for African countries and extend its expertise to neighboring countries and position itself as a global financial technology stronghold. The late adoption of automation will be a boon for Seychelles since they will get the most advanced technology unlike some developed countries which still run on legacy systems."

Talking about this year's theme, Mr. Pierre Laporte, Governor, Central Bank of Seychelles said, "The CBS experience in pushing technological innovation with the CORE Banking project is that it has been a major success and significantly facilitated our operations. This experience should be an example to financial institutions as to how they can improve their own systems to their benefit and that of their clients."

REGISTERED OFFICE

POLARIS FT LIMITED
Polaris House, 244 Anna Salai,
Chennai - 600006, INDIA.
Phone: 91-44-39874000

CORPORATE OFFICE

POLARIS FT LIMITED
Acropolis, 6th Floor,
No.148, Radhakrishnan Road,
Mylapore, Chennai - 600004, INDIA.

BUSINESS SOLUTION CENTRES

Foundation – Insurance & Testing Centre

POLARIS FT LIMITED
'Foundation', 34, Rajiv Gandhi Salai,
Chennai - 603103, INDIA.
Phone: 91-44-27435001 / 91-44-39873000

NxT Lvl

POLARIS FT LIMITED
Plot No. 3 / G-3, Survey No. 111/1(Part),
168 /1 (Part) & 130 / 1 (Part), SIPCOT IT Park,
Siruseri, Ekattur Village, Chengleput Taluk,
Kancheepuram District, Tamil Nadu, INDIA
Phone: 91-44-33418000

POLARIS FT LIMITED
IGGGL Chennai One SEZ,
Module 2 & 3, 200 ft Thoraipakkam Pallavaram
Road,
Thoraipakkam, Chennai - 600097, INDIA.
Phone: 91-44-39198000

Retail Banking Centre

POLARIS FT LIMITED
Shakthi Towers, 178, Anna Salai,
Chennai - 600002, INDIA.
Phone: 91-44-39872500

The Capital – Investment Banking Centre

POLARIS FT LIMITED
'The Capital' 203, Financial District,
Manikonda, Hyderabad - 500019, INDIA.
Phone: 91-40-30953000

POLARIS FT LIMITED
SEEC Towers, Plot No. 6, APIIC Layout,
Adj. BSNL Office, Hitechcity, Madhapur,
Hyderabad - 500081, INDIA.
Phone: 91-40-44631000

Polaris Towers-Enterprise Solutions Centre

POLARIS FT LIMITED
249, Udyog Vihar Phase IV,
Gurgaon - 122001, INDIA.
Phone: 91-124-3916300

Corporate Banking Centre

POLARIS FT LIMITED
Unit No. 35, SDF II, Unit No.133, SDF V,
SEEPZ, Andheri East, Mumbai - 400 096, INDIA.
Phone: 91-22-39815600 / 39815000

POLARIS FT LIMITED
Unit 174 & 184, SDF VI, SEEPZ,
Andheri East, Mumbai - 400 096, INDIA.
Phone: 91-22-39815300 / 28292646

Corporate Heights-Corporate Banking Centre

POLARIS FT LIMITED
Silver Metropolis, Unit No. 801, 802,
901, 902, 1001, 1002, 8th, 9th & 10th Floors,
CTS No. 213 / A / 2 & 214, Jay Coach,
Western Express Highway, Goregaon East,
Mumbai - 400063, INDIA.
Phone: 91-22-67801500

POLARIS FT LIMITED
7th Floor, (Level 10),
G: Corp Tech Park, Ghodbunder Road,
Thane (W), Thane - 400601, INDIA.
Phone: 91-22-41218000 / 41218079

POLARIS FT LIMITED
Maruti Chambers,
I Floor, Sy. No.17/9C & 17/4 C,
Rupana Agrahara, Hosur Main Road,
Bangalore - 560065, INDIA.
Phone: 91-80-33275000

Value Sourcing Centre

POLARIS FT LIMITED
Unit No. 502, Wing 3, Cluster D, 5th Floor,
Plot No. 1, Survey No. 77, EON Free Zone,
MIDC Kharadi Knowledge Park,
Pune - 411014, INDIA.
Phone: 91-20-40734000

POLARIS FT LIMITED
Prince Info Park, 81B, II Floor,
2nd Main Road,
Ambattur Industrial Estate,
Chennai - 600058, INDIA
Phone: 91-44-24869213 / 9214 / 9217

POLARIS FT LIMITED
Poonja Building, 4-148/1, V-Floor,
M.G. Road, Lalbagh, Kodailbail,
Mangalore - 575 003, INDIA.
Phone: 91-824-2450212 / 2450213

GLOBAL NEARSHORE CENTRES

POLARIS SOFTWARE PTY LTD
ABN 12 095 031 897,
Level 9, 31, Market Street,
Sydney NSW2000, AUSTRALIA.
Phone: 61-2-92671955

POLARIS SOFTWARE LAB CANADA INC.
Suite No. 401, 5090, Explorer Drive,
Mississauga, Ontario - L4W 4T9, CANADA.
Phone: 1-905-2121170

POLARIS SOFTWARE LAB LIMITED, UK,
Unit 4, Building 1, The Concourse,
Northern Ireland Science Park,
Belfast, BT3 9DT, UNITED KINGDOM.
Phone: 44-28-90737834

POLARIS SOFTWARE LAB PTE LTD
No.10, Ubi Crescent, #04-48 Lobby C,
Ubi Tech Park, SINGAPORE - 408564.
Phone: 65-67490119

RELATIONSHIP OFFICES

Americas

Headquarters

POLARIS SOFTWARE LAB INDIA LIMITED
Woodbridge Place, 517, Route 1 South,
Suite 1109, Iselin, NJ - 08830, USA.
Phone: 1-732-5908100

East Coast

POLARIS SOFTWARE LAB INDIA LIMITED
111, Town square Place, Suite 340,
Jersey City, NJ - 07310, USA.
Phone: 732-590-8151

Intellect SEEC INC
2730, Sidney Street, Suite 200,
Pittsburgh, PA 15203.

Canada

POLARIS SOFTWARE LAB CANADA INC
Suite 1800, The Exchange Tower,
130, King Street, W Toronto, M5X 1E3.
Phone: 1-416-865 3365

POLARIS SOFTWARE LAB CANADA INC
Suite 401, 5090 Explorer Drive,
Mississauga, Ontario, L4W 4T9, CANADA.
Phone: 905-212-1170

Chile

POLARIS SOFTWARE LAB CHILE LIMITADA
Avd. Andrés Bello 2711, Piso 18,
Las Condes, SANTIAGO DE CHILE.
Phone: 56-2-3695681

Chicago

POLARIS SOFTWARE LAB INDIA LTD
3333, Warrenville Road, Suite 115,
Lisle, IL 60532.
Phone: 630-527-8115

IDENTrust

Corporate Headquarters
55, Hawthorne Street, Suite 400,
San Francisco, CA 94105.
Phone: 415-486-2900

IDENTrust

255, North Admiral Byrd Road,
Salt Lake City, UT 84116.
Phone: 888-248-4447

Asia Pacific

Headquarters

POLARIS SOFTWARE LAB PTE LTD
CR No. 199701040R,
No.10, Ubi Crescent, #04-48 Lobby C,
Ubi Tech Park, SINGAPORE - 408564.
Phone: 65-67490119

Vietnam

POLARIS SOFTWARE LAB VIETNAM CO. LTD
Unit 609, 1, 6th Floor,
Me Linh Point Power Tower,
No.2, Ngo Duc Ke Street, District 1,
Ho Chi Minh City, VIETNAM.
Phone: 84-83520-2953

Japan

POLARIS SOFTWARE LAB JAPAN K K
Nishi Shinbashi JK Building 4F,
3-15-12 Nishi Shinbashi, Minato-ku,
Tokyo 105-0003, JAPAN.
Phone: 81-03-54059410

Hong Kong

POLARIS SOFTWARE LAB LTD
39/F, One Exchange Square,
Central, HONGKONG.
Phone: 852-31017400

Malaysia

POLARIS SOFTWARE LAB SDN BHD
Suite 6, Level 21, Block 3B,
Plaza Central, Jalan Stesen Sentral 5,
50470, Kuala Lumpur, MALAYSIA.
Phone: 603-22603888

POLARIS SOFTWARE (SHANGHAI)
COMPANY LIMITED
Room 1557, Level 15,
One Corporate Avenue,
222 Hubin Road, Luwan District,
Shanghai, 2000021,
People's Republic of China.
Phone: 86-21-61221056

Philippines

POLARIS SOFTWARE LAB
(PHILIPPINES) CO., INC.
Suite 407, Prestige Tower Building,
Emerald Avenue, Ortigas Centre,
Pasig City 1605.

Australia & New Zealand

POLARIS SOFTWARE PTY LIMITED
ABN - 12 095 031 897,
Level 23, HWT Tower,
40 City Road, South Gate, VIC 3006.
Phone: 61-3-96740419

Europe

Headquarters

POLARIS SOFTWARE LAB LIMITED, UK
6th Floor, 1, Harbour Exchange Square,
London, E14 9GE, UNITED KINGDOM.
Phone: 0044-20-75315500

Switzerland

POLARIS SOFTWARE LAB S.A
VAT Number: 518019,
Avenue de la Gare 49,
Case Postale 2067, CH 2001,
Neuchatel, SWITZERLAND.
Phone: 0041-32-7221990

Germany

POLARIS SOFTWARE LAB GmbH
Lyoner Str. 15, 60528,
Frankfurt am Main, GERMANY.
Phone: 0049-69-698616-0

Ireland

POLARIS SOFTWARE LAB IRELAND LTD
Units 1 & 2, Rose Bank,
Herbert Road, Bray, Co Wicklow.
Phone: 00353-1-2041024

France - Registered Office

30, Bis Rue de Veil Abreuvoir,
78100, St Germain En Laye.
Paris France

France - Relationship Office

18, Rue Pasquier - 75008, PARIS.
Phone: 0033-1-78-414016

Netherlands

POLARIS SOFTWARE LAB B.V
Newtonlaan 115, 3584 BH,
Utrecht, THE NETHERLANDS.
Phone: 0031-30-2106099

Spain

POLARIS SOFTWARE LAB
SUCURSAL En Espana
Fernando El Santo 15-20,
28010, Madrid, SPAIN.
Phone: 0034-91-5625152

Middle East

Saudi Arabia

POLARIS SOFTWARE LAB LIMITED
P.O.Box 59205, Riyadh 11525,
KINGDOM OF SAUDI ARABIA.
Phone: 00966-1-4645373

UAE

POLARIS SOFTWARE LAB FZ LLC
Dubai Internet City, Building 14,
Office 120, Dubai, UAE.
Phone: 00971-4-3694611



Corporate Headquarters:

POLARIS FINANCIAL TECHNOLOGY LTD.

'Foundation', # 34, Rajiv Gandhi Salai,
Chennai - 603103. INDIA.

Phone: 91-44-27435001 / 91-44-39873000

- Bangalore • Belfast • Chennai • Chicago
- Dubai • Dublin • Frankfurt • Ho Chi Minh City
- Hong Kong • Hyderabad • Kuala Lumpur • London
- Madrid • Mangalore • Manila • Melbourne
- Mississauga • Mumbai • Neuchatel • New Delhi
- New Jersey • Paris • Pittsburgh • Pune
- Riyadh • San Francisco • Santiago • Seoul
- Shanghai • Singapore • Sydney
- Thane • Tokyo • Toronto • Utrecht

www.polarisFT.com