MATRIX))

A MID-OFFICE SOLUTION FOR UNIVERSAL BANKING

An intelligent banking platform to reinvigorate customer relationships by opening up a world of new and innovative services.

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AMBITION
ABOVE & BEYOND
THE NOW

Established banking systems are often built up from a wide array of interconnected, but unrelated, systems. By cleverly cobbling together diverse solutions, a bank's IT infrastructure can provide a reasonable level of customer service while attaining acceptable throughput rates. Such IT strategies have worked well for decades, often promoted positively as an evolutionary approach of slow and measured progress, however, things have sped up; the times are changing fast.

Customers, or more accurately the customers' data, are increasingly at the centre of a bank's service. Modern banking systems are built around the customer information stores because they hold the key to improving service levels and revenue potential. But do not be misled, there is more to customer management than just CRM services; the process flows of information, the management of documentation and the communication flows all factor into the overall service level.

CUSTOMER FOCUSED HUB

Unfortunately, a diversified bus-based infrastructure of disparate IT systems does not lend itself well to supporting a unified and more customer-centered market offering. If the future of finance truly centres on the customer, then customer information and profiles will need to define the process rather than the underlying product and service.

To achieve this the bank must obtain a full panoramic view on all customer data, behaviour, communication and processes from a centralized banking hub. All customers, whether retail, corporate or private, must be served at their rhythm; how and when they connect, alert frequency, what information they see, what functionality they are exposed to, etc. all must be matched to suit their individual needs.

Customers are no longer satisfied with being an agent at the end of an ATM, or the next guy in the branch queue. A bank's role is to support customers in multiple domains, real and digital, utilizing a variety of currencies and value, both real and virtual, through the provision of innovative and seamless services. The frictionless experience is paramount.
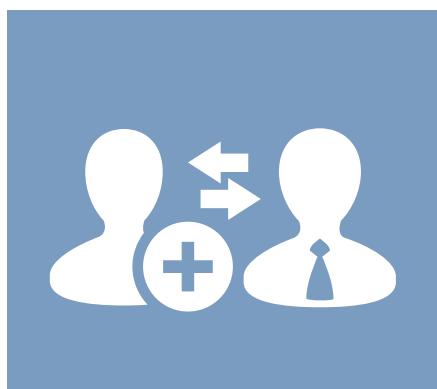
BENEFICIALLY BLENDED

On-boarding new customers is a notoriously expensive operation and far exceeds the costs of processing existing (happy) customers. Therefore it naturally follows that generating customer stickiness is vital to maintaining high levels of lucrative customer retention. The idea is to develop a mutually beneficial, intertwined customer relationship to a level where the customer does not consider changing provider. However, that mandates banks to continually release compelling new services in step with consumer demand.
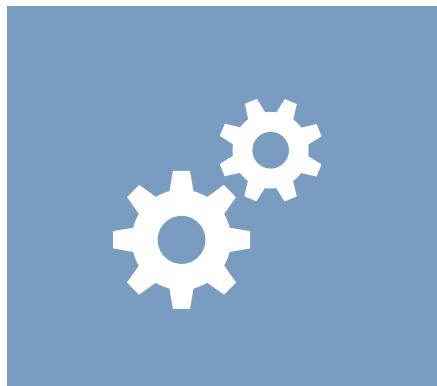
SERVICE CENTRED WORLD

Modern IT systems have moved away from being closed and insular monoliths, becoming more agile and responsive service providers. The rampant online interconnectivity of the last decade has championed the service approach to computing; diverse virtual resources ready to service remote requests, all orchestrated by a central hub. The fast growing volumes of data being unlocked from embracing a more interconnected world only go to exacerbate the situation.

It is advantageous to look at the e-Landscape as combinations of actors (people, companies, retailers, etc.) with the services and applications that support them rather than seeing customers as channels with dedicated delivery systems. Doing so allows a complete rethink in the delivery of financial services. Information requests are directed to the true sources reducing duplication of processing across the enterprise. Furthermore, data and information can be enriched and personalized with unique customer behavioural background to deliver a better rounded and targeted service.

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MATRIX MID-OFFICE

Matrix Mid-Office is the beating heart of financial institutions' operations: the centre of operations, the hub of the architecture, and the core of the customer machine.

All internal and external interface conduits are combined to provide a consistent and relevant suite of services to willing customers. A single intelligent platform links all front-end channel to the back-office systems and 3rd party provider solutions, automating the integrated delivery of cost-efficient financial products and services.

CORE OUT OF THE BOX PRODUCTS:

- Current accounts
- Savings accounts
- Loans
- Term Deposits
- Mortgages

FOUNDATION CLIENT SERVICES:

- Automated client on-boarding (STP)
- Automated CDD/KYC checks
- Personal data management
- Client document vault
- Questionnaires

MOBILE | e-BANKING

PORTALS

MATRIX

CRM
BPM
MESSAGING
DOCUMENTS
SERVICE BUS
CDD
WORKFLOWS

MATRIX

SECURITY

WORKFLOWS | AUTHORIZATION | STATEMENTS | RELATIONSHIPS

PRODUCT BACK-END

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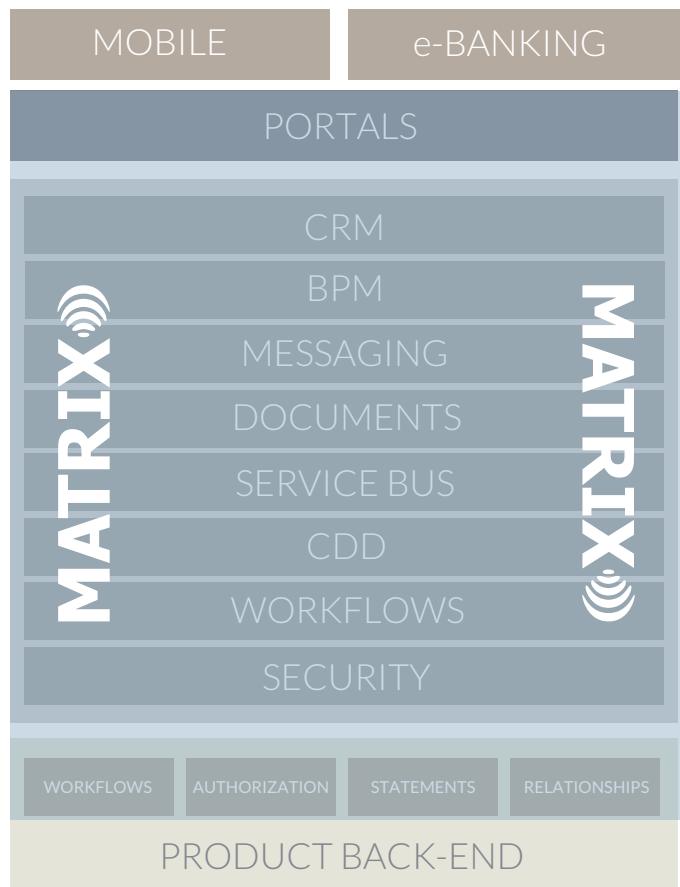
A built-in visual designer facility allows for the easy creation of brand new bank products and services without the need for a major software release. Ancillary facilities can be added to augment operations, and established processes and workflows can be rounded-out to exquisitely meet individual needs, facilitating the creation of new innovative products and services not possible before.

Matrix Mid-Office invigorates all banking service providers; established banks can revitalize their customer offering while green-field operations, both financial and non-financial outfits or satellite offerings, invigorate client services across the sector. Matrix Mid-Office dramatically improves the customer experience, enhances internal bank staff capabilities and makes for leaner and meaner bank operations - all without disrupting the incumbent back-office infrastructure.

THE INTELLIGENT HUB

The defining role of Matrix Mid-Office is that of a centralized orchestrator; controlling the flows of information between the various stake holders and the underlying services that support them. By simplifying the connectivity between all actors, services and applications, coupled with an innate financial understanding of the processes and data involved, the Mid-Office hub intelligently automates all customer interaction.
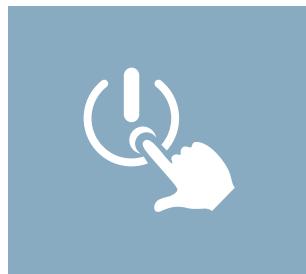
OMNI-ACCESS

The world of traditional multi-channel support is dead. Creating a bespoke application silo interface for every new must-have device is unsustainable, wasteful and results in a patchwork of inconsistent interfaces. Instead, deal in services to the front-office and the individual channel distinctions evaporate; the front ends make service requests for applications and/or data according their needs and capabilities. A branch teller will have a different experience from a private bank customer on their tablet, but the underlying services remain the same.
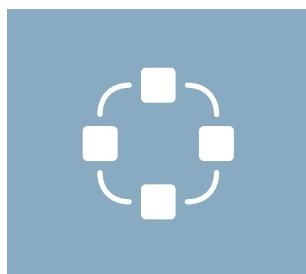
LIGHT, FLEXIBLE & OPEN

Built as a Service Oriented Architecture to open industry standards, Matrix Mid-Office automates workflows and processes to maximise operational efficiency. As a highly componentized platform it is designed to allow the easy addition of new interfaces to new services as they come online. With many routine connection interfaces coming as standard, much of the inner workings can be easily modified and reconfigured with little or no development.

ROUNDING OUT

Building a compelling market offering means moving beyond basic account reporting and transactional services. Matrix Mid-Office makes provision for the independent coupling of ancillary services irrespective of whether they are from internal or external sources.

Out of the box services include Document Management, CRM, communications management, financial management and security services. Many banks see great value in coupling many existing internal systems to offer more compelling services such as risk, AML, legal reporting, ratings and even brokerage. Adding 3rd party vendor services to the mix can fill out the offering by combining the best ancillary services such as budgeting, planning tools, ID check, credit check, etc. However, given the potential volatility of such service provision, Matrix Mid-Office is designed to allow the quick and simple switching of service providers as needed.
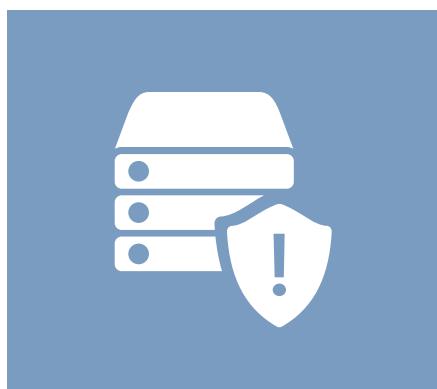
PROTECTING INVESTMENT

While supporting the latest front-end device may grab more headlines, it is the back-office infrastructure that forms the lion's share of IT investment. Matrix Mid-Office prolongs the life of incumbent back-office systems by opening them up to a wider audience without the need for lengthy and risky IT projects. The integration layer treats the back-office connections as just another service to be interfaced and queried. This allows the back-office to stick to its primary tasks and remain immune from the need to be extended for non-functional requirements such as information reporting, workflows, etc. as these are better done in the middle-office.
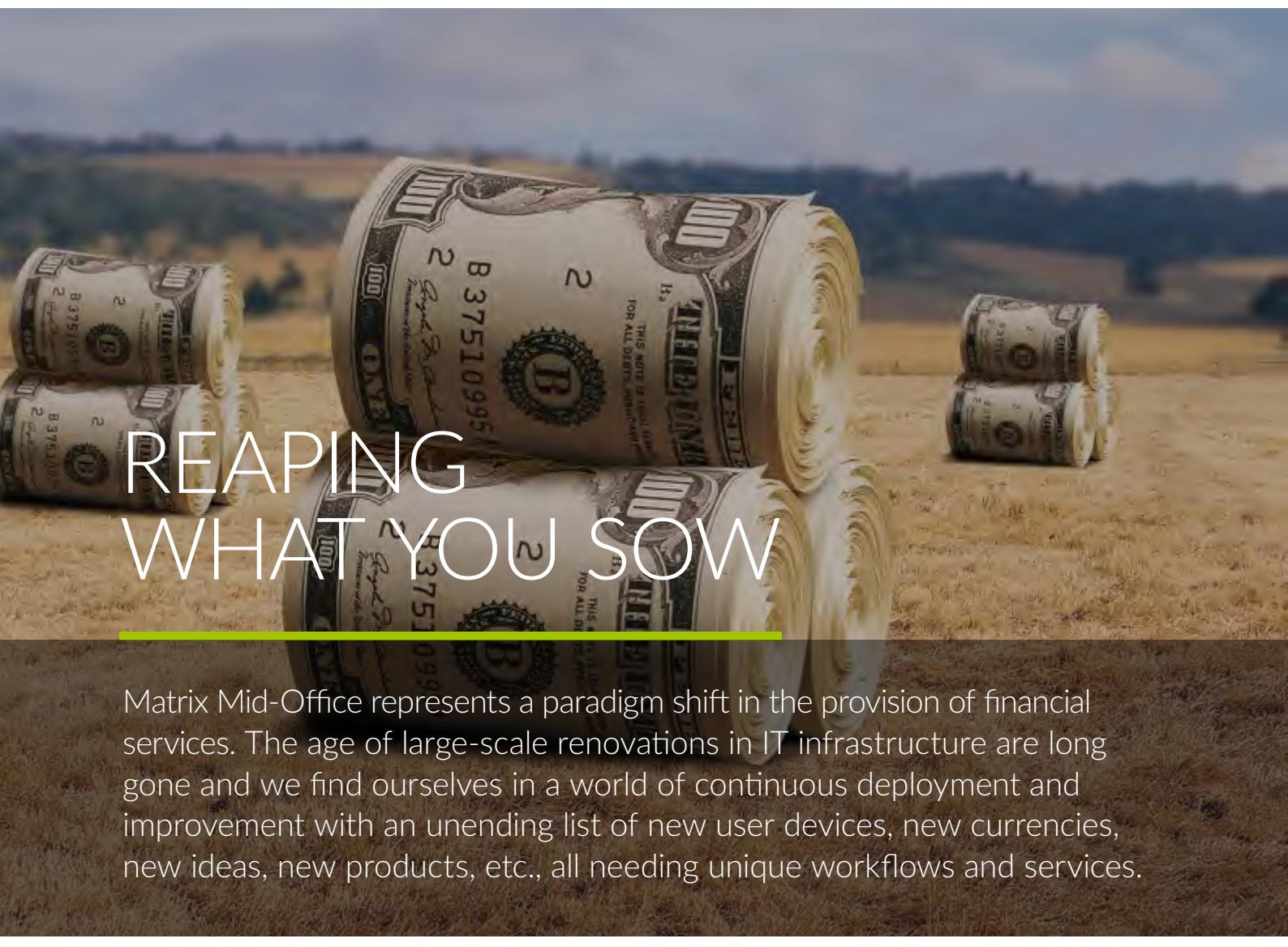
REAPING
WHAT YOU SOW

Matrix Mid-Office represents a paradigm shift in the provision of financial services. The age of large-scale renovations in IT infrastructure are long gone and we find ourselves in a world of continuous deployment and improvement with an unending list of new user devices, new currencies, new ideas, new products, etc., all needing unique workflows and services.
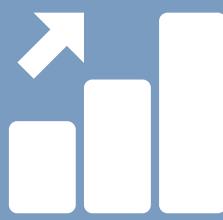
Let the Mid-Office take the strain and offer customers an ever-expanding suite of personalized services at their rhythm with minimal project implementation costs and risks. With an emphasis on the Straight Through Processing of information, flexible and configurable data enrichment algorithms, and validations reduce errors and the impact of human frailty.

GET CONNECTED TO YOUR CUSTOMERS.

AN EVOLVING INFRASTRUCTURE

As a tactical solution, the Matrix Mid-Office Invigorates a sluggish back-office infrastructure.

However, remaining in an architectural holding pattern is not viable for the long-term. Taking a more strategic perspective by upgrading the back-office systems will better equip banks to face the challenges of new online competitors and the incursion of new entrants and foreign banks as the global economy grows. Investing in 21st century technology now that is ready for an eventual upgrade of the back-office to a future-proof Matrix Accounts solution provides an evolutionary path to long-term success.

DELIVERED YOUR WAY

Matrix Mid-Office is a fully virtualized solution with three distinct delivery models that offer a flexible migration path from internal on-premises deployments that can evolve into private or public cloud hosted operations.

ON-PREMISE

PRIVATE CLOUD

PUBLIC CLOUD

Hosted internally at bank running on internal infrastructure at centralized data centre.

The entire operation is operated, managed and hosted internally by the bank, or through a 3rd party service provider.

Services made available through an established hosted service that offers the Matrix Accounts application, storage and other resources on a pay-per-use model.

Public cloud implementations benefit from an easier and cheaper setup as hardware and other resources are shared; in addition to offering benefits in scalability. Often, a private cloud is the only option for many financial institutions, but such a path inevitably incurs a more intensive engagement with greater emphasis on bespoke security and operations.

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GET IN TOUCH

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Invigorating banking