

Agility in transaction banking

How to achieve it and why you must act now



Executive summary

After nearly a generation of prodding, not a week goes by without the continued assertion that banks have failed to respond to digital-savvy customers demanding anytime, anyplace, anywhere services through digital and mobile channels. But how can banks respond to the digitized offerings from “born in the cloud” digital natives and financial technology companies (fintechs) while coping with the burdens of regulation, rising capital requirements, and being encumbered by legacy systems?

Digital disruption is happening across the ecosystem. The spread of real-time retail payment schemes is only one example of the acceleration towards instant availability of funds. Lately, there’s also been a plethora of outsiders aiming to decompose the value chain and select the most profitable activities, threatening to reduce the incumbents to settlement agents of last resort.

In spite of the threats, fintechs offer a ready pool of innovative ideas and talents. Active cooperation through partnerships and investments has rapidly been adopted by financial institutions. It’s a strategy that simultaneously nurtures the ecosystem of innovation, exposes the banks to a millennial culture and continues to be a source of potential IPO clients.

But what has emerged as the key observation of the digital natives is how agile they are—their ability to react with maximum speed, and with appropriate risk and lowest cost. To address changes in regulation and customer demands across all channels, banks must adopt the methods of the digital ecosystem or be overcome by them. Agility is not only a technology issue; it encompasses business and operating models and is dependent on three critical success factors: eliminating complexity and cost, mastering information, and re-orienting the organization’s focus towards the customer.

This paper explores how banks can become more agile to successfully compete within and outside the industry by:

- Gaining a deep understanding of their clients to anticipate their demands
- Integrating risk and fraud management
- Mastering information to understand customers while reducing risk, fraud and the burden of compliance
- Developing a symbiotic collaboration with the fintech community
- Transforming their operations and IT systems as well as developing an omni-channel dialogue capability
- Adopting rapid development and delivery methodologies

The current transaction banking landscape

Profits and return on equity are declining in the financial sector as interest spreads narrow and fees are squeezed under competitive pressure. Transaction banking remains attractive in spite of the regulatory burden, heavy fines for non-compliance or sanctions failures, and the increasing threat of fraud and cybercrime. Capital requirements are relatively low, the volume and value of global electronic payments is growing steadily, and all the signs are for continuous future growth. In fact, payments revenues are expected to grow at a compound annual growth rate (CAGR) of 8 percent to exceed USD 2 trillion by 2023.¹ Transaction processing provides recurring revenues and ample opportunities for cross selling services to increase profits such as: cash management, real-time and predictive reporting, transaction reconciliation, data, e-invoicing and supply chain finance (SCF). But in order to capitalize on the changing landscape, financial institutions must become more agile and collaborative.

IT systems must be optimized for real-time digital interaction. Most institutions have already reduced their processing costs through traditional re-engineering and IT rationalization, so additional major savings would likely come from new delivery models. Industry utilities—such as Clariant, SWIFT and

Thomson Reuters for KYC, and SPReD for product reference data—are multiplying to assist with compliance and reduce the cost of non-competitive processes while seeking economies of scale. Cloud computing, offering the benefits of low entry costs, scalability and speed to market on a pay-per-usage basis, is increasing its penetration, with security solutions and private clouds helping to assuage regulatory concerns. The Internet of Things (IoT), which takes advantage of advances in sensor and wireless technology to monitor the location and the condition of goods, also promises improvements in trade finance and SCF. The API economy is accelerating time to market. Research is underway to use blockchain and distributed ledger technology for payments, securities settlement, and smart contracts.

But banks still fail to leverage client data—their major competitive advantage over outside entrants. Mainly scattered around departmental siloes, this data is not aggregated and cleansed so it can be analyzed to provide meaningful information, such as a single view of each customer, comprehensive risk assessments, an effective defense against fraud, and potential sources of revenue. Successfully mastering data science and machine learning can help make banks more agile. It can also assist with compliance by creating a regulatory-ready data repository that can provide instantly available reports to satisfy the various geographical and sectorial authorities.

Customer data, above all, is the major asset banks can put to use immediately to develop personalized customer experiences by analyzing transaction behavior, channel usage, news and economic reports as well as social sentiment. This analysis can be used to increase revenues from existing customers, capture new customers, identify new markets, monitor the product or service lifecycle and protect the brand. Some institutions are using predictive analytics to anticipate demands for credit and working capital. Insights must also be available to relationship staff so that they can proactively approach clients. The customer experience is, and will remain, the ultimate factor in building trust and reinforcing brand loyalty.

The fintech sector attracted USD 23.5 billion of venture capital in 2013 and 2014, including 27 percent in consumer lending, 16 percent in business lending and 23 percent in payments.² To hedge against what some have called a bubble, many Tier 1 financial institutions are actively collaborating with fintech startups through joint ventures, incubators, acceleration hubs and direct investment. These symbiotic relationships ally the innovative products, talent, lean structures and experimentation culture of the fintechs with the banks' large customer base, data, expertise, security and investment power. BBVA, Barclays, Citi, Santander and many others have acquired or invested in fintechs to offer new services, mainly focused on mobile channels, payments and accelerating time to market, which have begun to embed the fintech trend into a more resilient aspect of the bank's technology ecosystem.

Understanding and anticipating customer demands: the cornerstone of agility

Customer service is a key differentiator in a crowded market. While new players scramble to offer alternatives to the traditional ways people spend, move and manage their money, better informed and more discerning customers are demanding greater support and control in their banking relationships. Customers are comparing their bank's services to the compelling, personalized and integrated experiences they receive in other areas of their lives. And they expect similar experiences across all their financial interactions, whatever the channel. Corporate treasurers also expect the same level of convenience that they experience as retail customers.

A key prerequisite for delivering superior customer service is creating a single view of the customer, across all products and channels. Success in this effort requires software solutions that support all payment types and allow the integration and orchestration of processes in real time. This kind of solution helps deliver a common transaction banking platform and provides a single online data store for advanced analytics.

Beyond internal data analysis, solutions are also analyzing social media and contextual data to better understand consumer sentiment. Mobile channels can be leveraged to offer location based services. Real-time transaction execution and position reporting on user friendly dashboards are today taken for granted. For corporate clients, banks should gain a thorough understanding of the customer's industry and its value chain, linking it to economic data and targeted research, spanning from their client's suppliers to its customers. Corporate treasurers and CFOs are demanding intraday liquidity, risk and compliance management, as well as customer and market intelligence. Combined with past transaction history, banks can offer alerts and predictive liquidity forecasts, anticipate demands for working capital, assist procurement, and monetize customized economic and marketing information.

Allied to value added services such as reconciliations, these forecasts will encourage clients to concentrate their transaction processing and credit relationships. In addition to incentives to use lower cost channels, banks should implement the following transformational processes:

- **Integrate client information:** Banks must maintain an authoritative source of customer data that improves service and increases sales effectiveness. It should also be accessible across various lines of business, subject to regulatory and privacy requirements.
- **Develop customer-centric insights:** Deep understanding of client preferences, buying behavior and financial needs can generate sales, enhance products, refine pricing and improve customer satisfaction and loyalty.
- **Automate customer care and transaction tracking:** In the digital age, clients demand more self-service options, so expanding case and dispute management, and event-based decision making will deliver better customer care, along with the potential of lowering operational costs.

Agile equals mobile

Worldwide purchases over mobile devices are anticipated to exceed USD 1 trillion by 2017, with most originating from mobile commerce, including digital media consumed on the device as well as e-commerce through a mobile web browser.³

In order to harness the market potential of mobile payments and the fintech disrupters, a financial institution needs to create a portfolio of mobile services for its customers, based on an ecosystem of secure and intelligent digital services using tools such as analytics and cognitive computing, that support payments and commerce with a superior user experience.

Through collaboration with adjacent industries, a financial institution can more effectively address the needs of its individual customers. For example, it could open its payment methods to other mobile and web developers, in a secure manner, with the financial institution as the platform curator. This focus around such ecosystems will enable a bank to play a larger role in its customers' lives, secure the platform, embrace potential partners, protect against disintermediation from new payments services and earn new revenue streams.

By positioning itself at the center of these ecosystems, banks can protect their brand and build trust. In a world of disruptors, this is one advantage which a financial institution still enjoys: a trusted relationship with its customers. In order to maintain this advantage in an increasingly complex mobile payments world, IBM recommends financial institutions invest in leading edge security solutions to protect clients, leverage advanced analytics to identify threats and develop user friendly processes which emphasize the value of this trusted relationship. As a brand differentiator, banks should accelerate customer-centric security initiatives which enhance the experience through advanced analytics and value added services, while also securing the core underlying transaction. An example of this could include voluntary GPS-based fraud detection.

The mobile channel should however not be treated in isolation. Customers expect continuity in their dialogue with the bank, irrespective of the channel they choose for interaction—whether from a branch, a call center, the Internet or via mobile. Institutions must develop a true omni-channel capability, ensuring that no information is lost or has to be repeated during an interaction over time and probably multiple channels.

IBM mobile solutions are not dependent on a particular platform. For wholesale banking, technology like the IBM MobileFirst for iOS portfolio can bring together data-driven insights, systems integration and industry consulting expertise to merge with Apple's industry leading devices, powerful mobile capabilities in iOS and elegant design. This kind of match has transformed the actions taken by wealth advisors and small business bankers to make them more nimble, efficient and armed with information never before possible.

ING Vysya Bank Ltd. of India (now part of Kotak Bank) had an online banking offering but needed to provide a mobile platform, as more of its clients were performing banking transactions using smartphones. However, the company's in-house solution was unable to scale up to the task. The lack of a mobile platform had impacted recruitment of upwardly mobile customers. Further, the company's existing system could not analyze customer usage data, predict usage trends or provide appropriate new offerings to its customers. The inability to launch new offerings and services was also impacting its engagements with customers.

The IBM® Worklight® solution provided a platform for ING Vysya to quickly build its new mobile banking application delivering an “unprecedented cost and time advantage.” With application management functionality, the software provides secure connectivity with the client's back-end systems, allowing it to efficiently manage version upgrades, user data and audit data. The software also provides data-capture capabilities which the bank uses to analyze patterns and trends of customer usage. ING Vysya Bank gained the ability to support multiple mobile operating environments and devices while safeguarding mobile security.

Banks should choose an IT transformation partner based on a shared agenda focused on accelerating mobile development. This path can help a financial institution benefit from integrated solutions including not just strong development talent, but also leading edge tools, a robust security framework, cloud accelerators and proven methodologies to achieve agility.

Integration of risk management is essential to achieve agility

Many, if not most, financial institutions have grown wholly or in part through acquisition. While this has brought them more customers, scale and market presence, it has also brought a multitude of systems in every area including risk management, each with support, change and integration costs, that put many financial institutions at a competitive disadvantage.

In areas of financial risk, regulations increasingly require a consolidated view of counterparty credit risk, funding sources and intraday liquidity. Re-engineering treasury, payments and cash management systems to deliver real-time reporting to regulators and real-time triggers to better manage liquidity will require systems agility.

Spurred by punitive fines for service interruptions, operational risk systems must consolidate information into operational risk repositories, creating new metrics, visualizations and insights to enhance the ability of analysts and senior management to more effectively protect the institution and, ultimately, its reputation.

Managed IT risk and security services can protect and seamlessly integrate cloud and internal security systems. The same big data tools used in marketing and product development can also provide analytics for fraud, cybersecurity and IT operational metrics. The same case management tools can identify a potential fraudulent transaction or a customer complaint. The same keystroke analysis tools can tell whether a customer is struggling on the institution's website or if a fraudster is seeking vulnerabilities.

Banks will need to improve their ability to anticipate the future and gain insight superiority by taking in more information and data sources over longer periods of time. These can be analyzed for actionable insight like stopping a payment if fraud or money laundering is suspected. Some of the techniques to accomplish this will include better visualization that looks at patterns of activity in real time and has the ability to correlate activity across many sources of information, such as the pattern of funds flowing across a network, not just single transactions. Decision making and insight will need to move to the point of operation. And a critical component will be the ecosystem of partnerships and relationships with which the institution will share insights.

IBM suggests an approach to transforming the risk environment that begins with a thorough understanding of the business requirements and investments in business solutions so that these can be leveraged if possible. This leads to developing a target operating model, identifying reliable data sources, assessing their accessibility and orchestrating an agile development environment. Adopting this model can help banks take advantage of the technologies and methodologies that are changing the world of risk.

Agility must not open the door to fraud and financial crime

The risks of fraud and financial crime exposure continue to rise in a globally interconnected environment and the introduction of new directives such as PSD-2 legislating third-party access to account information:

- Traditional payment methods including cash and check are in decline, replaced by electronic alternatives such as real-time payments which reduce the window for fraud detection from days or hours to mere seconds.
- Transaction volumes are increasing with mobile payments, requiring more efficient risk management solutions.
- Well organized groups of criminals account for the majority of fraud cases, involving simultaneous attacks across multiple products and channels.
- Money laundering of the proceeds usually follows fraud. Regulators are now requiring not just “after the fact” suspicious activity reporting, but the same transaction interdiction that is being used for fraud.

Maximizing the synergies between fraud and anti-money laundering (AML) requires collaboration among departments, shared customer and transaction data, and common technology platforms. However it is more typical for institutions to operate separate counter fraud, AML and technical infrastructures for each product line or business group. The investigators therefore do not have a complete view of exposures across the institution and cannot see patterns or behaviors that would spark concern. Unfortunately, this situation prevents detection of fraudulent activity that is crossing multiple business lines, making it virtually impossible to detect criminal activity fast enough to stop fraudulent transactions before money is moved. Banks need an integrated financial crimes and AML program to avoid duplication of tasks while focusing on real-time and near real-time detection.

An integrated financial crimes management solution can provide an extensive, integrated ecosystem of analytical and investigative tools designed to rapidly identify and decode suspicious behavior, accelerate investigations and escalate corrective action sooner to confidently fight fraud and financial crime. Such a solution can:

- Derive new insights via big data, uncovering hidden patterns with retrospective analytics by leveraging past detection results along with entity resolution.
- Detect if a transaction request is potentially fraudulent by applying predictive or entity models and rules or both, in real time or near real time, to determine the propensity for fraud.
- Quickly triage alerts from counter fraud or third party detection engines.
- Turn fraud intelligence into action by bringing together seemingly unrelated information with sophisticated fraud visualization, link, forensic and social analysis.

- Build a continuous improvement process that feeds back new insight from current detection into new models and rules that can improve future searches.
- Help effectively manage the business with executive dashboards focused on exposure by type, geography or client, money flows, and risk heat maps, which can be delivered through flexible engagement models such as cloud or as a service.

Improving anti-money laundering

A financial institution typically has some very difficult questions to answer. Are any of my customers involved in cross-border payments with sanctioned parties? Is my staff effective in handling AML alerts? How do I effectively manage multiple systems creating volumes of data and alerts? How do I optimize my geographically dispersed workforce? For one client, the IBM Counter Fraud Management solution applied across an entire enterprise with a holistic view of AML was able to make dramatic improvements, including a 50 percent reduction in investigation times, a reduction of over USD 10 million cost per annum in look-back reviews, a 53 percent reduction in AML processing and many other benefits.

Emerging technology for agility

It has been over 50 years since the industry experienced a massive overhaul of transaction banking. Technology was the enabler that led to the development of today's payment and securities settlement systems and networks such as ATMs, chip cards, RTGS, ACH, CSDs and SWIFT.

Beyond the hype surrounding virtual currencies such as Bitcoin, innovation has yielded a diamond in the rough: blockchain, a distributed ledger shared via a peer-to-peer network that maintains an ever expanding list of data records. Each participant has a copy of the ledger's data and additions to the chain are propagated throughout the network. This way, all

participants in an interaction have an up-to-date ledger that irrevocably reflects the most recent transactions or changes. Facts and agreements are recorded certifiably and indelibly, increasing trust and reducing risk. In other words, blockchain is the combination of a shared replicated ledger with secure cryptography and agreed business rules. Payment systems today involve several counterparties: the payer's bank, a clearing and settlement mechanism, the payee's bank and often several intermediary institutions. A secure shared ledger for transfer of assets that is replicated every time a change occurs would have far reaching impacts on the banking, payments and securities businesses. It is very unlikely that this transformation will be achieved in the near term. However, areas where blockchain could create a favorable business impact in the next few years include:

- Payments clearing and settlement
 - Business-to-business payments with links to ERP systems
 - Correspondent banking
- Foreign exchange
- Trade and supply chain finance
- Securities clearing and settlement
- Custody services
- Derivative contracts

IBM is committed to making blockchain ready for business and believes that for it to fulfill its potential, it must be based on open technology standards to assure the compatibility and interoperability of systems. Using open source software is critical to helping blockchain become widely adopted so that innovation can flourish.

Achieving agility

Financial institutions need to transform from product-centric vertical structures and architectures to horizontal customer centric organizations. A bank that wishes to transform itself to be an agile bank will need to look holistically across multiple dimensions including operational and business process agility, development agility and application architecture.

Operational agility

Operations include a bank's people, processes and technologies. Successful transformation of a bank's operating model depends significantly on the choice of vendor. Banks should look for a company that can provide well-defined frameworks, tools and techniques to identify shortcomings in the bank's current operating model as well as design and migrate to the new one. Many of these transformations can lead to a change from operations designed around LOBs or product lines to a componentized operating model. This opens up the possibility of additional shared services or utilities, subject to regulatory limitations.

Business process agility

Improving business processes to make them more agile and less error prone is at the core of most agile transformation efforts. The Banking Industry Architecture Network (BIAN) brings together a community of bank and IT software providers worldwide to define industry-wide standards for banking IT services. This enables banks to collaborate with each other and third party providers to create new business value chains. BIAN

defines business capability partitions (service domains) and their semantic service operations, which specify the business behaviors of the service domains.

IBM is a sponsor and contributor to BIAN and uses the framework as a data point to help banks improve their business processes. In addition, the IBM banking industry models for data, processes and services can help accelerate the technical realization of BIAN business services. The models in Figure 1 share several key capabilities:

- Open platform
- Industry expertise
- Business structured
- Easily customized
- Standards compliant
- Integrated tooling

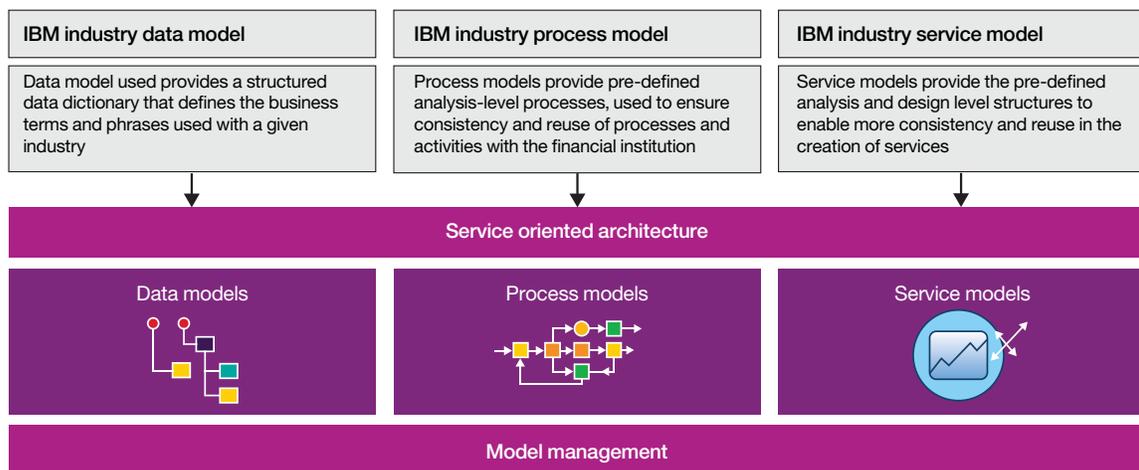


Figure 1. An example of banking data, process and service models created by IBM.

Implementing the models also offers a variety of benefits to banks that can be critical in becoming a more agile organization. When properly applied, the models can:

- Enable business users to easily scope and customize their own requirements.
- Facilitate step-by-step business focused development and rollout.
- Deliver regularly updated business, technical and regulatory content.
- Create an open technology platform for any application or integration solution.
- Manage definitions and standards in complex IT environments.

In summary, fully specifying the business architecture blueprint involves:

- Identifying the relevant service domains using a reference framework
- Fully specifying how the business behaviors are achieved using the models and specifications for data, processes and services

Development agility

IT systems at banks are commonly classified into three categories:

- Systems of record: Stable, core transaction processing applications
- Systems of insight: Driving customer and product insights using analytics
- Systems of engagement: Enabling customer interactions relying on analytics insights

IT services that support mission critical systems of record have a low margin for error and tend to run on protected infrastructure where changes occur at a slower rate. In contrast, IT services driving the latter two classes seek to take advantage of new business opportunities using agile, fast and safe-enough techniques as new insights are discovered and new services are created.

Development agility requires the co-existence of IT that serves these two different speeds of evolution, commonly referred to as two-speed IT. A clear boundary of separation does not exist. Rather, the two speeds of IT very much depend upon each other to meet the needs of the business. Data and selected functions from the mission critical systems are key inputs to apps that exploit market opportunities. Insights gathered from the apps drive deep operational changes in mission critical systems. Success in operating IT in this environment is achieved through the successful integration of these two speeds.

Application development using IBM Bluemix and existing patterns

A cloud platform such as IBM Bluemix™ operating as a platform as a service can enable rapid application development and deployment utilizing a number of runtimes, middleware components and service integration capabilities available in a pre-built fashion. Using Bluemix and BIAN in concert can help developers more quickly conceptualize their approach to developing apps for targeted environments.

There are many usage scenarios for platforms such as Bluemix, including extending existing applications, API-enablement of existing applications, and building and running new applications in a cloud native manner. This allows designers and developers to focus on their application while procuring all the remaining services—OS, runtime, middleware, patches, externally provided APIs and other ready-made services. BIAN-based service domains can use Bluemix as a realization environment. Bluemix supports the fail-fast methodology by supporting continuous development concepts through linkage with DevOps services so that systems of engagement applications can rapidly be brought from conception to production.

The API economy

APIs have emerged as a key enabler of banking innovation, allowing banks to share data and services with their customers and partners in an open manner. Using open APIs to deliver data and services, banks become platform providers. To derive tangible business benefits, banks must link APIs with their core business functions. Working from the top-down approach of

BIAN, banks can catalog their functions and processes, focusing on the APIs around key business functions. Over time, the approach can provide a migratory path to cloud by replacing functional components.

Banks should also choose a vendor who offers API management solutions with a complete set of web API capabilities to help businesses extend their reach beyond the enterprise and further innovate within the enterprise. The solutions should be able to be fully deployed on premises or off premises and integrate the features necessary to enable the three most significant players in the API economy: application developers, business owners and IT personnel. This kind of solution helps companies quickly orchestrate and design new web APIs, secure and manage them, gain business insight with analytics, and socialize the web APIs in communities.

Optimizing the development lifecycle of systems of record using DevOps

Most banks have adopted tools to manage the development lifecycle, but these have mushroomed into a wide variety of discreet tools often with little to no integration. With DevOps, banks are focusing on enterprise wide IT operations in addition to development, reducing the time to deploy or even support continuous testing and deployment. To help manage DevOps, banks should look for a solution which supports this strategy by providing a cloud based end-to-end integrated development, testing and deployment environment.

Application Architecture

A layered application architecture is essential for agility. The layers that frame this approach are:

- Core system product processors are stripped thin to provide transaction posting services. These granular services are defined to access specific functions of the core systems.
- Customer, product and contract master data are extracted out of core systems and separated from transactional and operational data.

- An integration layer is necessary to host business rules, process orchestration, complex event processing, event based routing, security, audit and other functions. This layer exposes the services from the core systems. Channels integrate into this layer. Granular services can be combined to provide APIs.
- The business applications layer comprises business applications using the business services exposed by the integration layer.
- The channels are responsible for authentication and authorization, device enablement and user interface.

Conclusion

In order to respond to the challenges that financial institutions face today, they must continue to strive to rapidly respond to fast changing regulation and customer demands, and to leverage the innovation in the ecosystem surrounding them. To address these challenges, banks must:

- Gain a deep understanding of their customers and their environment.
- Deliver secure, intelligent, real-time transactions and personalized reports.
- Anticipate customer requirements for credit, liquidity and other products or services.
- Develop an omni-channel capability for a seamless personalized interaction with customers.
- Transform their operations and IT architectures to rapidly access information, reduce costs and risks, leverage new business models and continuously learn from the interaction of these systems with the market and clients.
- Adopt rapid development and delivery methodologies for updating products and services or introducing new ones.
- Develop a symbiotic relationship with the fintech community as a part of the bank's strategic initiatives.

Transformation through collaboration

ANZ, one of Australia and New Zealand's leading banks, has signed a five-year strategic agreement with IBM. This partnership will provide ANZ with increased capability to drive productivity and innovation across the group, as well as improving its capacity to deal with the rapidly growing number of customers and transactions across the bank's branch, digital and mobile channels, supporting ANZ's regional expansion.

The strategic agreement includes the Innovation Lab, a co-investment between ANZ and IBM. The lab will allow ANZ to increase productivity, to deliver new products and services to market quickly and improve the customer experience. The Innovation Lab is powered by Bluemix and will enable the bank's developers to build, test and deploy new applications and services at a fraction of the time and cost previously required.

IBM integration, content management, data, analytics and cloud software will support ANZ's core banking and infrastructure needs, and will help the bank gain deeper insights of its nine million customers worldwide to better serve their needs. ANZ Chief Information Officer, Scott Collar said, "Understanding our customers' needs and preferences around mobile and digital banking is critical to our business and to providing a superior customer experience. We therefore need to ensure we're meeting these needs in an innovative, consistent and seamless way and with this partnership with IBM, we're working to achieve this goal."

IBM believes that success is critically dependent on:

- Simplifying banking operations and IT to reduce costs, freeing resources for new services, and enabling relationship staff to improve the customer experience and exceed their growth objectives
- Increasing collaboration across the enterprise, across the industry, with fintech innovators and with their clients and prospects
- Mastering information and data science for proactive individualized customer relations, compliance and regulatory reporting, managing risk and combating fraud. Leading banks are implementing centralized information governance programs and using advanced analytics and machine learning to gain competitive advantage.

IBM solutions to promote agile banking

With over a century of experience helping companies transform themselves, IBM is uniquely positioned to help financial services companies become more agile. IBM offers a broad portfolio of offerings designed to help streamline operations and reduce costs while giving you the tools you need to deliver a superior customer experience.

Solutions such as the IBM Financial Transaction Manager (FTM) help integrate, orchestrate and monitor financial transactions to improve agility. FTM supports all payment types, allowing real-time integration and orchestration of processes to deliver a common transaction banking platform and a single online data store for advanced analytics. IBM API Management is designed to help you create, assemble, manage, secure and socialize web APIs to meet customer demands quickly. From core banking to payment systems to managing risk and fraud, IBM offers an array of proven solutions that can help you optimize processes, simplify compliance operations and improve revenue.

For more information

To learn more about the benefits of agility in transaction banking, please contact your IBM representative or IBM Business Partner, or visit the following website:
ibm.com/industries/banking/payments.html

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