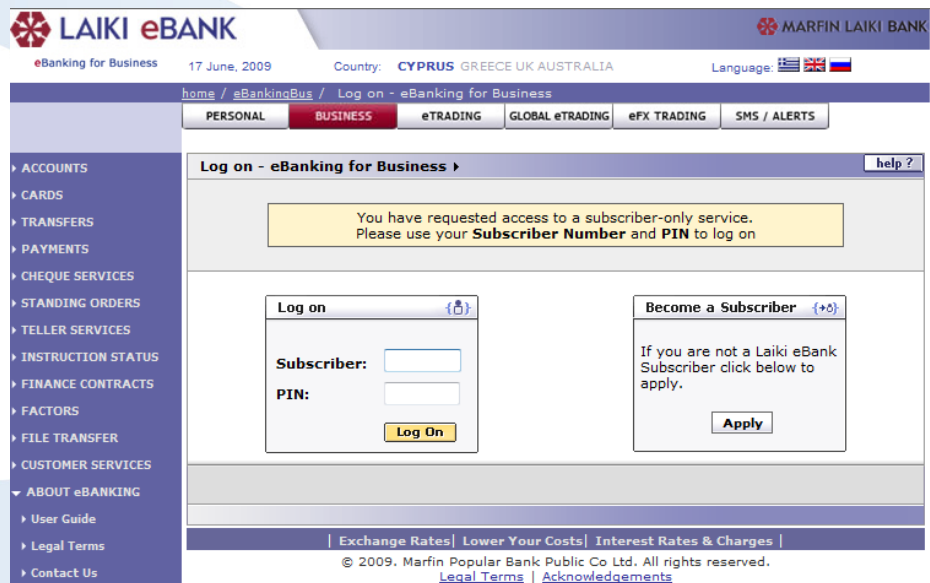


Case Study

eBanking for Businesses



Our Esteemed Customers have entrusted intelscape for their key projects. We treat each Customer relationship on its own merit and do our best to ensure that the Customer will pursue a long lasting strategic relationship with intelscape.



Customer

MARFIN POPULAR BANK

Headquartered in Nicosia, Cyprus, and with operations in Greece, UK, Australia, Serbia, Romania, Ukraine, Russia and Channel Islands. It is one of the largest banking companies in the nation with approximately 2,800 employees.

Country or Region:

Cyprus

Industry

Financial Services

Challenge

In 2004, in response to the rapidly changing customer and technological demands, the company desired the conversion of the existing applet-based solution for eBanking for individuals into html, utilizing Microsoft's .Net platform.

Solution

The solution to be developed has to offer advanced customer services while at the same time be integrated with the Legacy computer systems.

intelscape Ltd. utilized Microsoft's Visual Studio® .NET 2003, SQL Server 2000, and Visual SourceSafe® 6 to ensure a productive, integrated and extensible application platform that would meet the present and future demands of Marfin Popular Bank for electronic products.

Business Value

Multi-country and multi-lingual 24 x 7 x 365 Customer Service through any channel: Browser, SMS, Alerts, Mobile, Internet TV.

Business Situation and Solution

For the implementation of the e-Banking solution, inteli-scape worked closely with the Information Systems Development department of Marfin Popular Bank so to deliver a solution that would meet the demands for functionality, security, extensibility, and utilization of the Legacy Computer Systems.

e-Banking for Business currently offers a wide range of banking services that can be used with a mobile or a computer. Most importantly the e-banking service for business enables customers to have full access to their account information at any time so to snet payroll files for payments, perform SWIFT transactions, view and download statements, pay bills, transfer money, order chequebooks, setup SMS messages. In more detail, the services offered cover **over 100 transactions** and are grouped in these modules:

Channels		Browser, Mobile (alerts, 2-way transactions), email (alerts)
Authentication		UID/PIN, Digital Signatures, One-Time-PIN
Accounts		Account details, including Interest Rates, Interest for a period, Blocked Funds, and Un-cleared Amounts. The customer can also display and export account statements
Cards		Details for each customer's card, display and export of Card Statements, Activation, Cancellation, and Reproduction
Transfers		Managing one-time or recurring Transfers of money to other accounts of the customer within the bank or to other banks (Local, Foreign)
Deferred Instructions		Managing future value dated transactions and transactions for which branch tellers are needed in the process
Payments		Managing one-time or recurring Payments to customer's Cards, Loans, Utility Accounts. Handling of Payments to Donation accounts.
Cheque and Chequebook		Display of summary and status of Chequebooks and Cheques, ordering and activating a Chequebook, stopping a Cheque or Chequebook
Standing Orders		Display of details for existing standing orders, setting-up a new one (Utilities, Loans, Payments), changing and deleting an existing one
Batch (File Transfer)		Send payroll and outwards payment files for batch processing and receive results files for reconciliation
Customer Services		Maintenance of customer's personalized information, beneficiary accounts, account aliases, addresses (email, SMS) and PIN
Finance Contracts		Display of information in regards to customer's finance contracts with Marfin Popular Bank
Factoring		Display of information in regards to customer's factoring operations
Alerts		SMS and email notifications based on preferences for balances and transactions for accounts and cards, and stock market events and prices
2-way SMS		Leverage SMS messages to perform over 20 transactions using short text messages, such as transfers, balances, and stock market orders