Profinch®

Full-Service System Integration Services
Focused on Banking, Financial Services and Insurance

Building Adaptable Enterprise

We are in the business of making clients 'successful'!

Growing strength by strength with a focus to deliver _accelerated customer value…._

About Us

A new age technology company with **170+** customers and **>80%** as **repeat customers**

Global Presence

Customers in **60+** countries across Europe, ANZ, APAC, Middle East and Africa. Many are **award winning** institutions

Focus

We focus on financial services-related technology domains.

With experience delivering **500+** projects

Growth

YoY Revenue growth **>20%** with strong EBITDA

40+ Alliance, Tech partners and growing

Employees

650+ employees across **6** locations **300+** strong **Delivery** team **75+** strong **Product Innovation** specialists

Projects

Multi Country, Multi Stream, Progressive Rollouts, Greenfield setups, Latest Technologies with **100% successful track record**

Expertise

> 200,000 Man Days delivered in Offshore Development, Managed Services, Cloud deployments and Infrastructure Services

Marquee Names

Adoption by large institutions in the region and across **length and breadth** of services

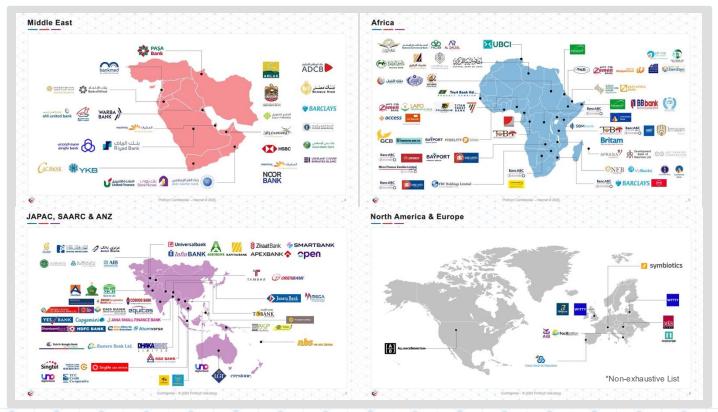# ...To A **Global Clientele** of Financial Services Players

Providing faster business growth, while continually evolving to meet changing needs...

500+ projects delivered to enable modernization programs, digital technology-led transformations, data, and regulatory and compliance directives

■ **Consulting Clients**

Clientele Around The World

Trusted by 170+ financial institutions in 60+ countries to enable modernization programs, digital technology-led transformations, data and regulatory and compliance directives.

Building strong tech capabilities comes with a set of challenges

Time

Time to hire is a challenge. Managers are often busy with a full-time role to focus on a time demanding hiring process

Access to skills

Access to skilled talent is limited

Pipeline

There's often no strategy with regards building talent capability and identifying critical talent

Cost / Budget

Onboarding talent at the right cost and justifying it to overall project P/L is a challenge

Recruitment Process

The end-to-end process of shortlisting to onboarding has many loose ends

Building Scale

Finding right talent to help build practices/COEs at scale is a challenge.

Solutioning & Alignment

There's often lack of expertise in solutioning project scope/design, with clear outcomes and talent alignment

Productivity

Hiring is one, making your talent productive is another

Leading to inability in shifting orbits from *BAU to Growth Acceleration*

Inaccessibility to the right technology partner and talent leads to efficiency leakages, cost escalations, and an overall lack of innovation and forward movement.

Leading to…

Increase in Outages and incidents	**Getting tied to Legacy Applications**

Increase in Outages and incidents

Getting tied to Legacy Applications

Inability to think beyond Rigid Processes

No Monitoring of systems through SLAs

Complexity of Technology and lack of thought

IT Staff getting Stretched

Poor data management practices

Heavy penalties with regards compliance

Rigid and expensive Cloud, hybrid decisions

Disparate Systems with no integration

And many other pitfalls.

Profinch Offers Full-Service System Integration Services To Augment Your Returns From People, Technology, Process

Staff Augmentation
To onboard niche skills in Data, BI, Analytics, Reporting, Testing, UI / UX, Developers, Managed Services, PMO and more

Program Management & BA
To design, execute, monitor, report and manage all your critical projects

Data Services
To Fasttrack your Data Management, Integration, BI, Reporting and Analytics initiatives

Digital Services
Bespoke Application Development, Workflows, APIs, Integration, Automation

Testing CoE
Across Front. Mid office and back-office applications. We use our proprietary IP and industry leading tools

Infrastructure Services
Hardware (resell, setup, platform software installations, monitoring, datacenter etc.), System Admin services, Cloud Admin services and DBA services.

Support Services
Managed Services to keep your on prem and on cloud applications up and always running

Staff Augmentation Services To Hire The Best Tech Talent On Time, In Budget

24 hours
to send you requested CVs with rates

2 - 4 days
to organize interviews with qualified candidates

International presence
to ensure on-site availability if needed

20-40%
Cost Benefits

Solutioning
To ensure project success

KPI Based
Progress and quality control

Available Bench

400+ resources available to be immediately deployed on projects across domains and technical areas.

Project Governance

Dedicated Project Manager for every practice and **24/7** online support. Metrics that assure fastest TAT

Project Models

Flexible project delivery models that suit your requirements. Work with our team of 20+ project managers to decide on what best suits you

A No Hassle Process That Puts You In Control Of Your Projects

We do all the work, while you focus on your KPIs

Identity Talent Gaps
- Determine what you are looking for long
- Define the candidate specifications like their qualifications, expertise, years of experience, etc.

Review and Select
- Initiate the search process and review the candidate profile
- Conduct interviews and tests
- Select the best suitable candidates.

Back filling and pipeline management
- Team that continuously works on talent management and ensuring your project is on track

Onboard the Team
- Onboard the selected candidates
- Acquaint them with your company's work, team, processes, and rules.

01 02 03 04 05

Support and Nurture
- Provide continuous support to the onboarded staff
- Ensure their learning and development to remain valuable

Solution Design / Planning by Profinch SMEs on Client's Project Expectations, Project Scope Design, Skill Mapping and Identification, Onboarding and Talent Management, Project Review and Recommendations and Deliverable Management

Data, Analytics, BI Visualizations: Talent To Boost Your Data Journeys

Available pool of **100+ Data SMEs** with experience ranging from **3-15 years.**
Available for onsite, offshore and nearshore work

Available Skills

Data Management

- Data Quality Assurance
- Data Migration, Consolidation, Integration
- Enterprise Data Management

Business Intelligence

- BI Consulting
- BI Implementation
- **BI Tools:** MS BI, Oracle BI, Tableau, Cognos, Qlik

Data Warehousing

- Data warehousing consulting, testing, design, implementation engineers
- Cloud data experts
- Data warehouse software: Azure Synapse, Amazon Redshift certified professionals

Big Data

- Big Data Consulting, Implementation, Testing, Processing SMEs
- Big Data Databases
- Apache Hadoop
- Apache Spark
- Apache Cassandra

Data Science

- Machine Learning
- Data Mining
- Analytics: Python, Oracle DB, SQL Server, Snowflake, MongoDB, Cloudera, Neo4J and Debezium / Apache Kafka CDC and many more

Reporting

- Report UI/UX Designing engineers
- Central Bank Reporting SMEs

Our Commitment To Making You Successful

Experience of working with **20+** FIs on their varied data journeys

Dedicated project manager with **15+** years of experience on data projects

Packaged Profinch IP (Integration kits, Adapters, Data Models/Marts, Tools and knowhow) to Fastrack growth.

Successful Resourcing Projects

Leading Kuwaiti bank leverages Profinch' s BI / Analytics resources

- One of the largest banks in Kuwait onboards Profinch for business and Central Bank Reporting

- 15+ BI and Analytics resources deployed in <4 weeks

- Team delivered 500+ MIS reports and 150+ Central Bank reports delivered in 6 months

One of the largest banks in Tunisia chose Profinch for automated CBT reports

- Deployed 10+ resources to generate reports in French

- Over 160 reports automated in French by team

- 7-year-old historical data pulled out in < 6months

Use Our Outsourced Model To Accelerate Your Data Projects

Dedicated data team of **50+** specialists to lead data, BI, Analytics, Reporting projects on an outsourced basis. We bring an experienced team of banking technologists, data SMEs, Architects and engineers with a cumulative experience of 200+ data projects.

Areas we cater to

Data Services

Data Science	**Machine Learning**	**Big Data**
Data Lake	**Data Warehousing**	**Data Integration**
Data Governance	**Data Security**	**Data Analytics and Reporting**

Digital Services: Front-end/Back-end/ UI-UX Developers

Available pool of **50+** Developers pool with experience ranging from **3-15 years.**

With experience in delivering projects in
APAC, EMEA and Americas

Available Skills

Native mobile apps

- Kotlin and Java - Android / Objective C and Swift - iOS

Web front end & back end

- React.js / Angular / Backbone.js / .NET / Ruby / Node.js / PHP / Python / Java / Golang.

Cross-platform mobile apps

- React Native / Flutter / Xamarin.

Design

- Zeplin / Sketch / Figma / Codesign / Principle / Photoshop / Illustrator / After Effects / InVision

Back-end platforms

- Microsoft Azure / Amazon Web Services / Google Firebase and Google Cloud / On-premise deployment.

Quality assurance

- Mobile Apps / Web Apps / Desktop Solutions / Embedded Systems / End-to-End Testing / Documentation / Automation / Audits.

Our Commitment To Making You Successful

20+ projects delivered

Wide ranging experience of skills across domains including enterprise applications, products and software

Practice Head with **20+** years of experience in delivering **100+** digital projects

CVs of candidates working with top rated companies. Experience in End-to-end project delivery

Successful Projects

Global banking giant leverages Profinch' s resources for digital transformation project

- 20+ resources deployed to automate 40 workflows

- Team fast-tracked processes improving operational efficiencies by 30%

- Bank's overall efforts reduced by 40%

- NPAs reduced

One of the leading banks in Malawi benefits from Profinch' s developers, test engineers and architects

- Deployed 10+ resources for end-to-end automation of Loan Onboarding process for Retails & MFIs

- Digitized all manual processes

- Achieved integration of PSM system of Malawi for microfinance loan origination

Use Our Outsourced Model To Accelerate Your Digital Projects

Inhouse team of **170+** digital innovation specialists to undertake projects ranging from simple workflows to large scale enterprise digital transformation.

Areas we cater to

Digital Transformation

Bespoke Development

Customer Experience

Partner Experience

Front-Mid-Back Office Automation

Process Automation

Workflows

Testing Expertise: Talent To Augment Your Testing Journeys

Available pool of **100+** Testing Talent with experience ranging from **2-10 years**.

Functional Testing	**Performance Testing**	**Acceptance Testing**
Regression Testing	**Data Migration Testing**	**Vulnerability Assessment and Penetration testing**

Skills

Mobile Application Testing

We have a diversified Resources pool for Domain, Manual and Automation testing services like QTP, Test Complete, Selenium, Waitr, WebService and etc. We have expertise on Test Management and Execution Tools like HP Quality Centre (ALM), JIRA, JAMA, etc.

Automation Testing

HP QTP, Test Complete, SOAP, UI, Selenium, Worksoft Certify, VSTS, IBM Rational function

Test Management Quality Centre, Test Link

Test Data Management IBM Optim

Our Commitment To Making You Successful

50+ projects delivered in Testing

Pool of **ISQTB** certified resources

Proprietary Integrated Manual and Automated Testing (IMAAT) approach.

Processes are aligned to ISO 9001 and ISO 27001

Save 20%-40% on testing costs

Successful Projects

The oldest privately owned bank in the United Arab Emirates was looking at Digital Transformation and required testing expertise

- Provided team of 50+ strong test engineers. Testing includes base and customization testing into 3 SITs and UAT cycle

- Delivery of test cases and JSON scripts for bank to re-consume in future

- Testing of close 50,000 PDs development.

One of the leading banks in Kuwait was looking t testing expertise for their digital transformation

- 30+ member strong team executed manual and auto testing of 14.4 Payments/ Cash and Trade module

- Team conducted testing of Digital onboarding and servicing for retail and corporate customers/modules

We help the bank to build Testing COE with our unique offerings

Testing Capabilities

Automation
BDD and TDD Framework, Selenium, JSON scripts, IBM – Rational, Cucumber

Performance
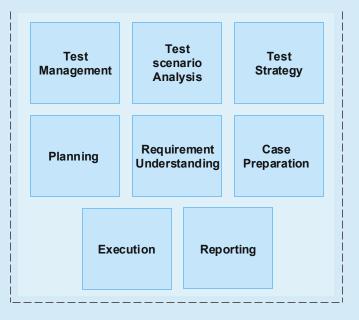Load Runner, Jmeter, Sink Performer, Grindr, VSTS

Mobile
Appium, Auto IT, Device Anywhere, Selenium, Test NG, Robotium,

Test Data Management
Tools like JIRA, MS Azure

Test Management
Jira, HP Quality Centre

Process

Test Management	Test scenario Analysis	Test Strategy
Planning	Requirement Understanding	Case Preparation

Execution	Reporting

Scripting Languages   JAVA, VB Script, Python,

Functional
System Testing	Functional Testing
Mobile	Integration
Device / Browser	Compatibility

Non-Functional
Usability	Performance
Load	Volume

Automation

Test Automation Framework
- Page object Model
- Behavior Driven
- Data Driven
Hybrid Framework

Enterprise
Oracle	SAP
DW	BI

Support Services Talent With Wide Coverage Across Technologies

Available pool of **100+** support resources with extensive experience in banking applications.
Certified resources to implement global best practices and operate with minimum supervision.

Managed Application Services Resources

Microsoft Certified Professionals, AWS Certified Solutions Architects, AWS Certified SysOps Administrators, AWS Technical Professionals, Red Hat Certified System Administrators, GCP certified engineers

IT Help Desk Resources

With focus on providing L3, L2, L1 and if required L0 support to various Bespoke/Packaged applications such are Core Banking, Digital Banking, Risk & Compliance, CRM, ERP, Data Analytics and Infrastructure

Infrastructure Managed Resources

- Servers (Windows, Linux).

- Cloud environments (Azure, AWS, GCP).

- Data storage and databases (on-premises and cloud-based).

- Network and security (LAN, VPN, IDS/IPS, SIEM, IAM, firewall, antivirus).

- Customer-facing software.

- Enterprise solutions (ERP, Email, CRM, Intranet.)

Our Commitment To Making You Successful

20+ projects delivered

Average experience of **5+** years

COE to enable you save **50%** on costs with dedicated project manger with **30+** years of experience

Successful Projects

Leading African bank was looking at resources to support their multi country critical applications

- Profinch deployed 10+ resources to manage the bank's FLEXCUBE UBS 12.0.3 (for Zambia and 11.x for Botswana, Mozambique, Tanzania and Zimbabwe) and FCDB 12.x production support across multiple geographies.

- 98% of the issues were resolved through first level analysis and expertise without Oracle MOS (OEM) involvement

Leading UK Neobank leverages Profinch

- 5 resources to manage Oracle Middleware and Database hosted on Oracle Cloud (OCI) instances

- Support of applications running on On-premises, AWS, Oracle Cloud

- Support the application deployment roll-out on the container-based deployment on OCI instances

Use Our Outsourced Model To Accelerate Your Managed Services Projects

We are backed by a team of experienced and nimble infrastructure/support resources that can operate offshore/nearshore/onsite and drive all your requirements with **100%** adherence to SLAs. We assure **30-40%** cost savings

Application support

- Services required for day to day running of the Bank
- Adherence to baselined support processes
- Process enhancement and standardization based on learnings
- Compliance to Agreed SLA & SLA Monitoring
- Escalation Matrix

Cloud and environment support

- Services required for managing Cloud infrastructure and managing the environment
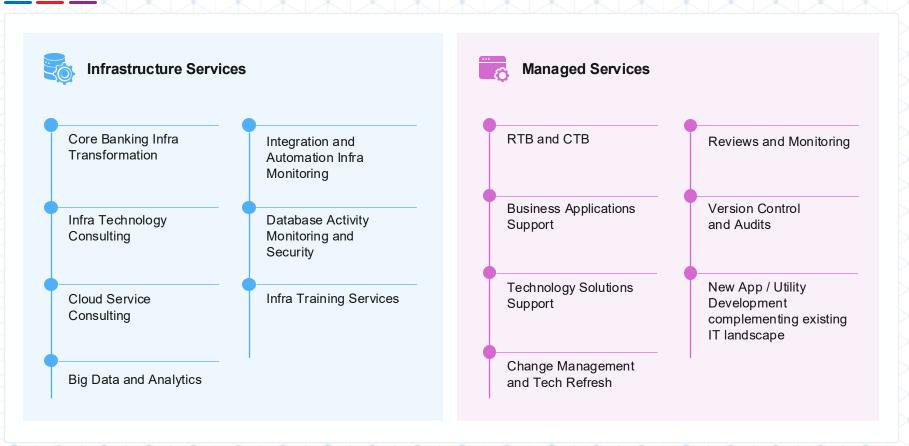- Infrastructure management
- Performance review & Health check
- Infrastructure automation
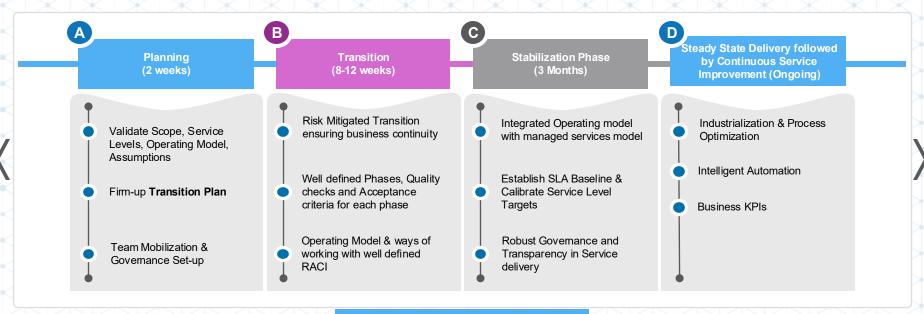- Production releases & Application Patch set deployment

Outsourced Infrastructure Services and Managed Services Offering, Enabling You To Meet Your Goals

Infrastructure Services

- Core Banking Infra Transformation
- Infra Technology Consulting
- Cloud Service Consulting
- Big Data and Analytics

- Integration and Automation Infra Monitoring
- Database Activity Monitoring and Security
- Infra Training Services

Managed Services

- RTB and CTB
- Business Applications Support
- Technology Solutions Support
- Change Management and Tech Refresh

- Reviews and Monitoring
- Version Control and Audits
- New App / Utility Development complementing existing IT landscape

Our proven four phased solution approach to achieve set objectives in seamless fashion and partner with application to accelerate service transformation journey

A — **Planning (2 weeks)**

- Validate Scope, Service Levels, Operating Model, Assumptions
- Firm-up **Transition Plan**
- Team Mobilization & Governance Set-up

B — **Transition (8-12 weeks)**

- Risk Mitigated Transition ensuring business continuity
- Well defined Phases, Quality checks and Acceptance criteria for each phase
- Operating Model & ways of working with well defined RACI

C — **Stabilization Phase (3 Months)**

- Integrated Operating model with managed services model
- Establish SLA Baseline & Calibrate Service Level Targets
- Robust Governance and Transparency in Service delivery

D — **Steady State Delivery followed by Continuous Service Improvement (Ongoing)**

- Industrialization & Process Optimization
- Intelligent Automation
- Business KPIs

Outcomes

- Transition Plan & Business Case

- Business Continuity Foundation to Knowledge Base

- Integrated Target Operating Model
- Established Service Baseline

- Matured operating model
- YoY Productivity improvement
- Seed for enterprise wise automation and business function availability

Program Management Resources To Fastrack Your Project Success

Available pool of **100+** resources with extensive experience in banking applications.

Operations
- Project Scoping
- Project Execution
- Resource Allocation
- Record-Keeping / Documentation
- Task Prioritization
- Service Reporting
- Strategy Consulting
- Product Testing
- Inventory Management
- Supply Chain Management
- Stakeholder Management

Managerial Duties
- Project Quality Management
- Lead innovation
- Monitor metrics and KPIs
- Process improvement
- Tracking Progress
- End-To-End Project Management
- Service Reporting

Required Knowledge / Expertise
- Systems Development Lifecycle Methodology
- Data Integration
- Technology Lifecycle Management
- Enterprise Resource Planning (SAP/ERP implementation)
- Product Lifecycle Management
- PMO Standards and PMP Certified

Tools and Techniques
- Waterfall Project Management Methodology
- Agile Methodology
- Adaptive Project Framework
- Event Chain Methodology
- Extreme Project Management
- Lean methodology
- PRINCE2 (Projects in Controlled Environment)
- PRiSM (Project Integrating Sustainable Methods

Project Scope Management
- Plan Scope Management
- Define Scope Collect Requirements
- Scope Validation
- Scope Control
- Create Work Breakdown Structure

Project Scheduling
- Critical Path method
- Program Evaluation Review Technique [PERT]
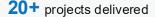- Rolling Wave Planning
- Schedule Compression

Project Cost Management
- Cost Estimation and Control!
- Cost Forecasting and Budgeting
- Project Cost Aggregation

Our Commitment To Making You Successful

20+ projects delivered

Certified PM and BA resources with an experience of **3-13 yrs.**

Project lead with **20+** years of experience to handhold you through the hiring process

Successful Projects

Leading bank in Ghana engages Profinch for Project Management

- Project to seamlessly manage multi country Implementation of FLEXCUBE core banking system

- Implement project management principles to effectively govern project at all stages

- Governance, Issue Resolution and Escalation Matrix to ensure project success

Growing African bank partners with Project for Project Management Services

- Profinch setup a PMO office to manage and oversee all FLEXCUBE, OBDX and OFSAA implementations

- Achieved all implementations and deliverables on time

- 30% cost savings on overall TCO

Outsourced PMO Services To Lead Projects Remotely

Full service capability to program manage critical/strategic projects to ensure adherence to goals, timelines and project success.

Certified and experienced team that work with sophisticated tools, proprietary and industry leading processes

Early Warning System
RID Monitoring (Risk, Impediments, Dependencies)
Raise flags for Proactive Action

Program Progress Tracking
Track and Monitor Progress at Program level and Project level

Transition Management
Evaluate Transition Status
Obtain Stakeholder
Acceptance Program
Learning Assimilation

Program Office

Stage Gate Reviews
Quantitative Assessment of Program Stages Implement improvement action items

Facilitate Data Driven Decision
Convene Steering Committee Meetings
Highlight Progress & Action Status
Seek Decisions and approvals

Communication Management
Communicate progress to Steering Committee and Stakeholders on a defined periodicity

Implementation Services To Ensure You have The Best Talent Managing Your Critical Projects

Our talent pool of experienced implementation specialists ensure every phase of the implementation lifecycle is thought through and effectively executed using the best tools and frameworks. You can be rest assured of a seamless implementation experience.

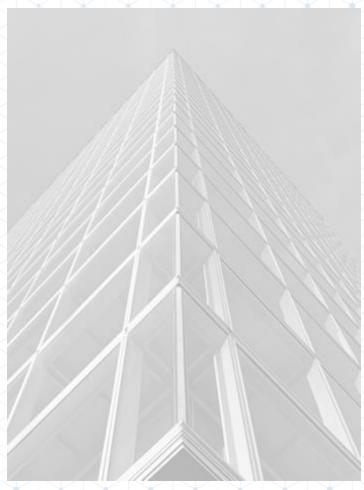|			
System Architecture	**Solution Fitment and Gap Finalization**	**Design Validation**	**Product Parametrization Setup Validation**
Country Specific Product and Regulatory Requirement Setup	**Migration Strategy & Validation**	**Gold Copy Preparation**	**System Configuration**
External Application Integration	**Environment and Release Management**	**Gaps- Approach Notes, Efforts & Timeline Validation**	**Domain Experts for different LOBs**

Integration Expertise

We provide end to end integration of enterprise applications to make sure your technology ecosystems are connected

Synchronous Deployment Pattern

- EJB

- Web Services

- HTTP Servlet

Asynchronous Deployment Pattern

- MDB Based

ASCII File Integrations

- Oracle Flexcube Generic Interface Module setup for incoming ASCII file upload and outbound ASCII file handoff.
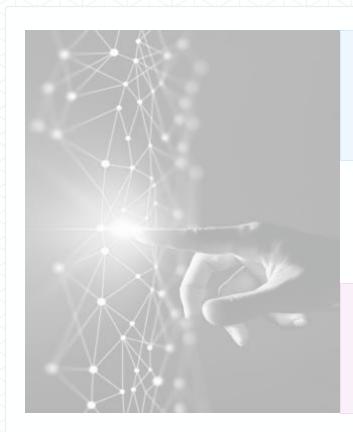
Outbound XML Handoff

- XML Alerts and Notifications

Our Pricing Model is Designed To Suit Your Unique Requirements At The Most Optimal Cost

T&M model –

for long-term and flexible engagement

T&M with a cap –

for long-term and cost-effective engagement

The fixed price model –

for up to 6 month-long engagement with fixed requirements.

THANK YOU

INDIA | UAE | SINGAPORE