



# Driving GBP 1 billion growth for a leading UK based bank

UK | eMACH.ai Core Banking, eMACH.ai DEP

#### Client overview

A leading UK-based private bank has been working with private clients and professional advisers for over. While it is part of a global banking group, it operates with its own banking license and is protected under the Financial Services Compensation Scheme. The bank primarily serves its clients through a strong network of Independent Financial Advisers (IFAs) and caters to nearly 300,000 customers - many of whom are high-net-worth individuals.

## Challenges

The bank, which operates with a unique business model focused on deposit mobilization through Independent Financial Advisers (IFAs), faced several challenges:

The need to modernize its core banking system to support future growth

Delivering a seamless and personalized digital experience across channels

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Ensuring seamless integration of IFAs into its digital ecosystem

Reducing the cost of customer acquisition and improving market penetration

Accelerating go-live while managing regulatory compliance



#### Solution

#### eMACH.ai Core Banking modernizes infrastructure

Offer a comprehensive banking suite (Current & Savings, Deposits Digital Banking).

Provide seamless onboarding and servicing with workflow-based processes. Enhance compliance and security with real-time monitoring and fraud detection mechanisms. Enable
multi-currency
accounts and
real-time General
Ledger updates for
operational efficiency.

Enhance efficiency on month end process like interest payment, statement generation Open Finance Compliant: Facilitated integration with third-party partners for extended financial services. Flexible Deposits & Pricing Engine:
Offered tailored products for IFAs with dynamic pricing and interest rate structures.

#### eMACH.ai DEP drives customer engagement

#### **Hyper-Personalization**



Al-driven insights enabled personalized financial recommendations and contextual engagement.

#### **Omnichannel Banking**



eMACH.ai DEP provided seamless experiences across web, mobile, and assisted channels.

#### **Real-Time Engagement**



Customers and IFAs received intelligent alerts, reminders, and contextual nudges to enhance engagement.

## Integration with Open Banking APIs



Allowed customers to manage accounts across multiple financial institutions from a single interface.

#### **Automated Workflows**



Reduced turnaround time for account opening, payments, and transaction approvals.

#### **Enhanced Security**



Multi-factor authentication with Callsign for frictionless yet secure customer interactions.



## **Transformation highlights**

Through the implementation of eMACH.ai Core Banking and eMACH.ai DEP, one of the UK's oldest private banks has successfully driven an Open Finance-enabled digital transformation.

Real-time FPS payments using ISO 20022 for faster transactions

Higher efficiency for IFAs, enabling bulk payments via Internet Banking

> Increased deposit mobilization of GBP 1 billion+ within a quarter

**Expanded customer base** with differentiated solutions via 47+ Open Banking-enabled partners



Seamless third-party integrations to drive innovation and customer convenience

Optimized **operational costs** through automation and digitalization

Strengthened **security and compliance** with Open Banking
upgrades and Confirmation of
Payee implementation

Scalable and future-ready banking infrastructure with DEP integration





## Metrics at a glance



**91,865** Open accounts and **2,130** fixed deposits managed seamlessly.



**72,317** Registered internet banking users with **33,067** active users in the last six months.



**1,727** Average daily payments processed



**421,969** Connected parties ensuring comprehensive banking coverage.



**5-year Contract renewal** ensuring long-term innovation and service excellence.









