

systems

Digital Renevations

Lead the digital revolution in banking



With the ever-increasing demand for seamless and efficient financial services, digital banking has emerged as the go-to solution in the modern financial landscape. As the world is becoming increasingly digitized, customers' expectations have evolved drastically. The digital customer expects simple and intuitive interactions across multiple touchpoints, requires convenience and immediate availability, wants hyper-personalized and contextualized experiences, and demands interactions beyond banking. To adapt to the changing expectations of customers, banks are launching new models such as Banking as a Service, SaaS, and Embedded Finance. These models provide greater flexibility and allow banks to provide seamless financial services to customers across a range of digital platforms.

We are committed to staying at the forefront of technological advances and leveraging the latest technology to help our clients meet their business objectives and stay ahead in an ever-changing digital landscape. Our offerings are designed to help banks meet the evolving demands of their customers by providing seamless and intuitive experiences across various channels. Systems Limited's tailored digital banking services enable banks to offer their customers services that go beyond traditional banking, ultimately enhancing the customer experience.





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Our Digital Renovation Services

Systems Limited enables banks to become digital first by launching new digital products, modernizing digital experiences, digitizing processes, and introducing innovative capabilities like mobile payments and digital wallets. Our services include:

Platform Implementations

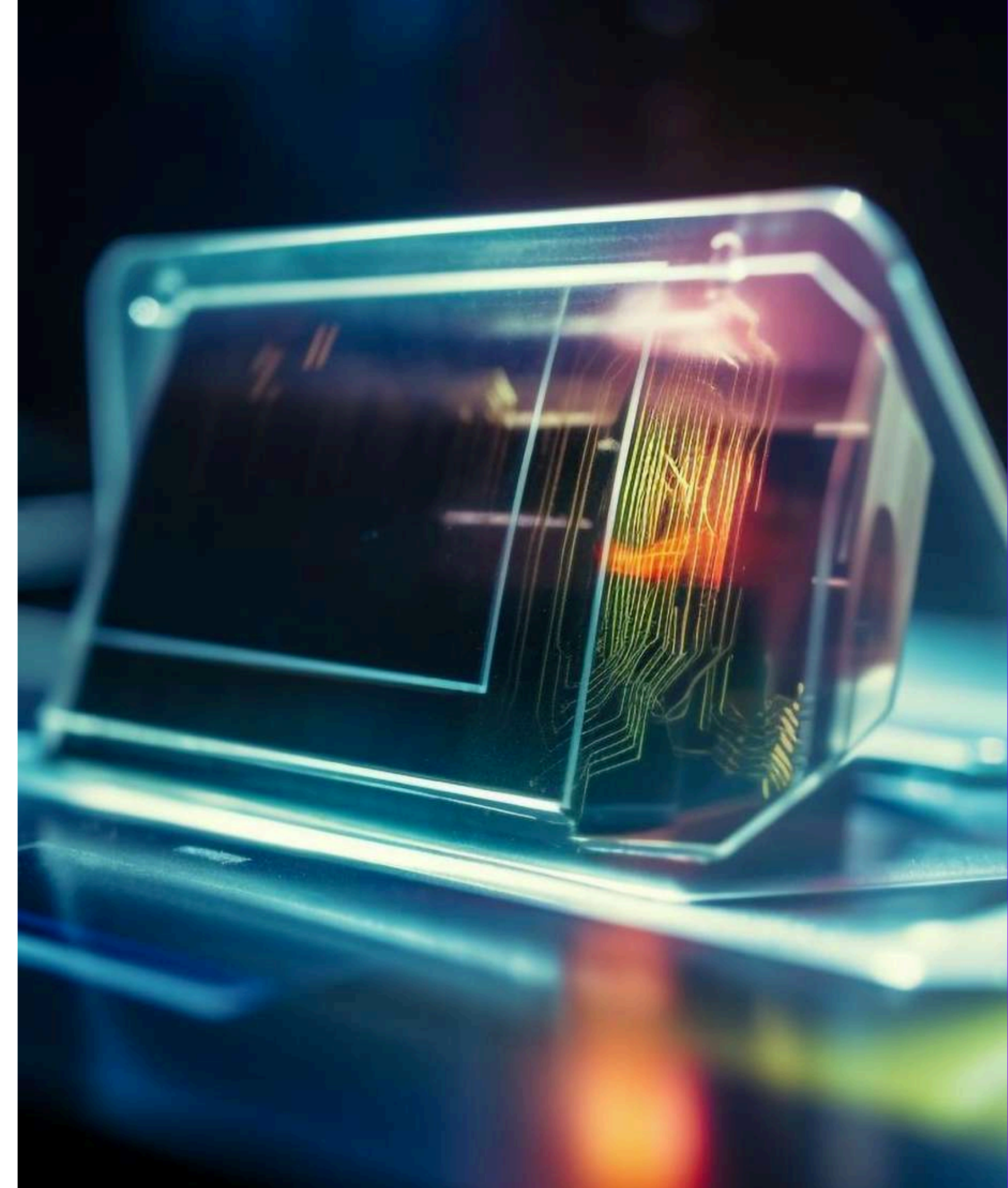
Elevate your banking landscape with our platform implementations, seamlessly integrating modern technologies like Temenos Infinity and CRM to enhance operational efficiency and customer engagement

Launching a Digital Bank

Embark on a digital journey with confidence as we guide you through launching a digital bank. From strategic planning to seamless implementation, we pave the way for a successful transition into the digital era.

Digital Innovations

Experience bespoke innovations tailored to your bank. Our in-house innovations encapsulate the latest technologies & tools, ensuring to seamlessly integrate with your existing systems and transforming your banking experience from the core.





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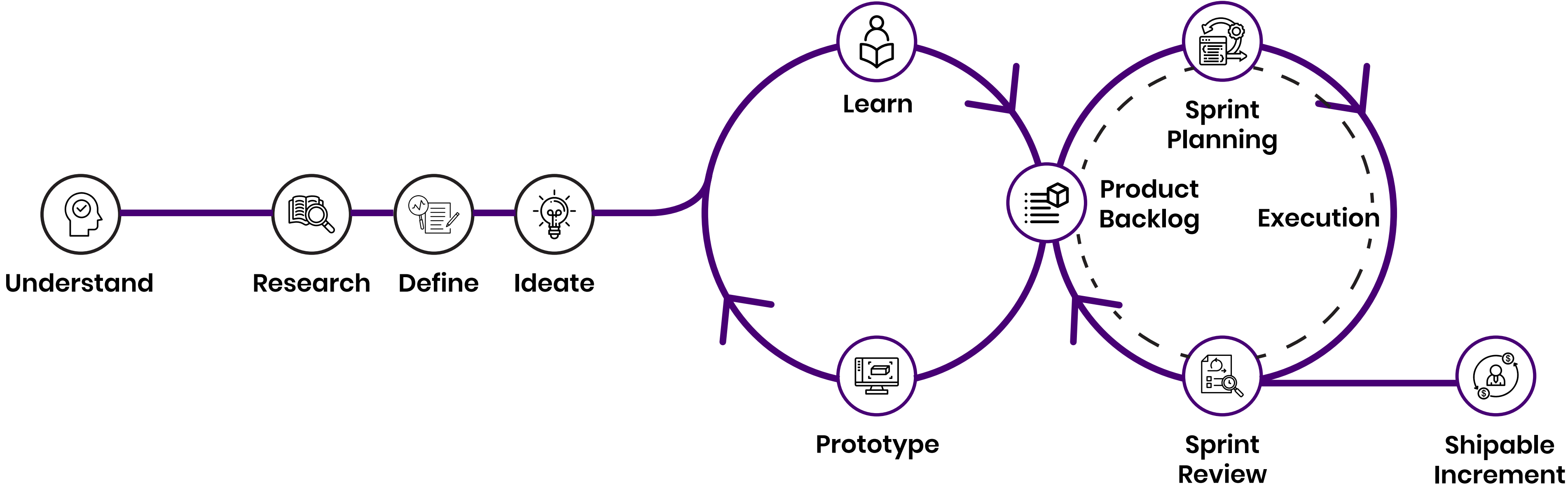
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Our Implementation Methodology

We use an agile methodology for seamless and speedy implementation using our pre-built accelerators, modern frameworks, and ready-to-deploy delivery models.





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Customer Relationship Management Platform Implementation

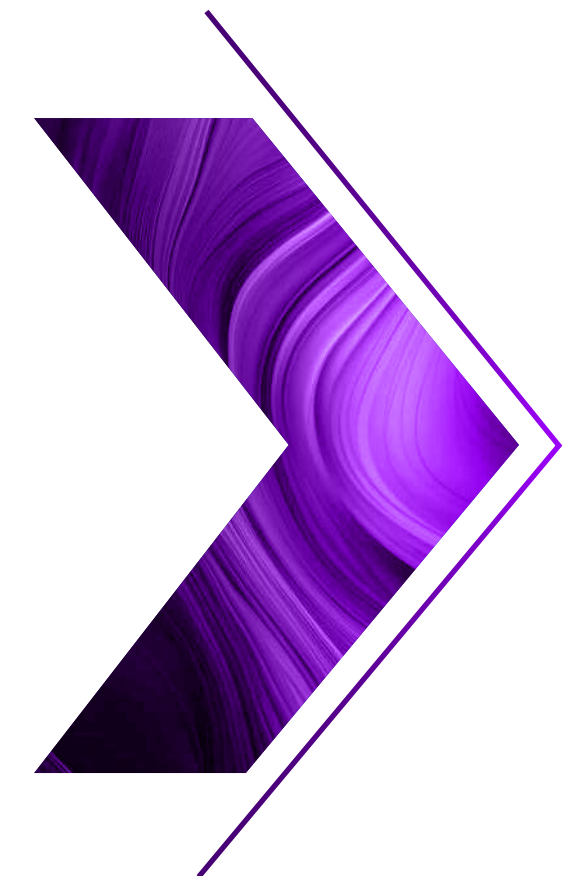
We can help banks implement, upgrade and maintain innovative CRM solutions that enable them to exceed customer expectations, increase profitability by controlling cost, and improve sales and marketing ROI through greater effectiveness. Our systems implementation spans business processes and gap analysis, design and prototyping, process automation and process re-engineering, data conversion and cleansing, configuration, deployment and system integration, performance and load testing.

Our offerings for CRM implementation comprise of:

- Customer Services Solutions
- Customer onboarding flows
- CTI Telephony integrations
- Dynamic 365 CE integration with Core Banking
- Consumer Portals
- Sales Module (lead management)
- D365 and Core Banking resources outsourcing
- Complaint & Service Requests

We offer purpose-built business applications for:

- Sales
- Customer service
- Customer Insights
- Marketing
- Project Operations
- Field Service



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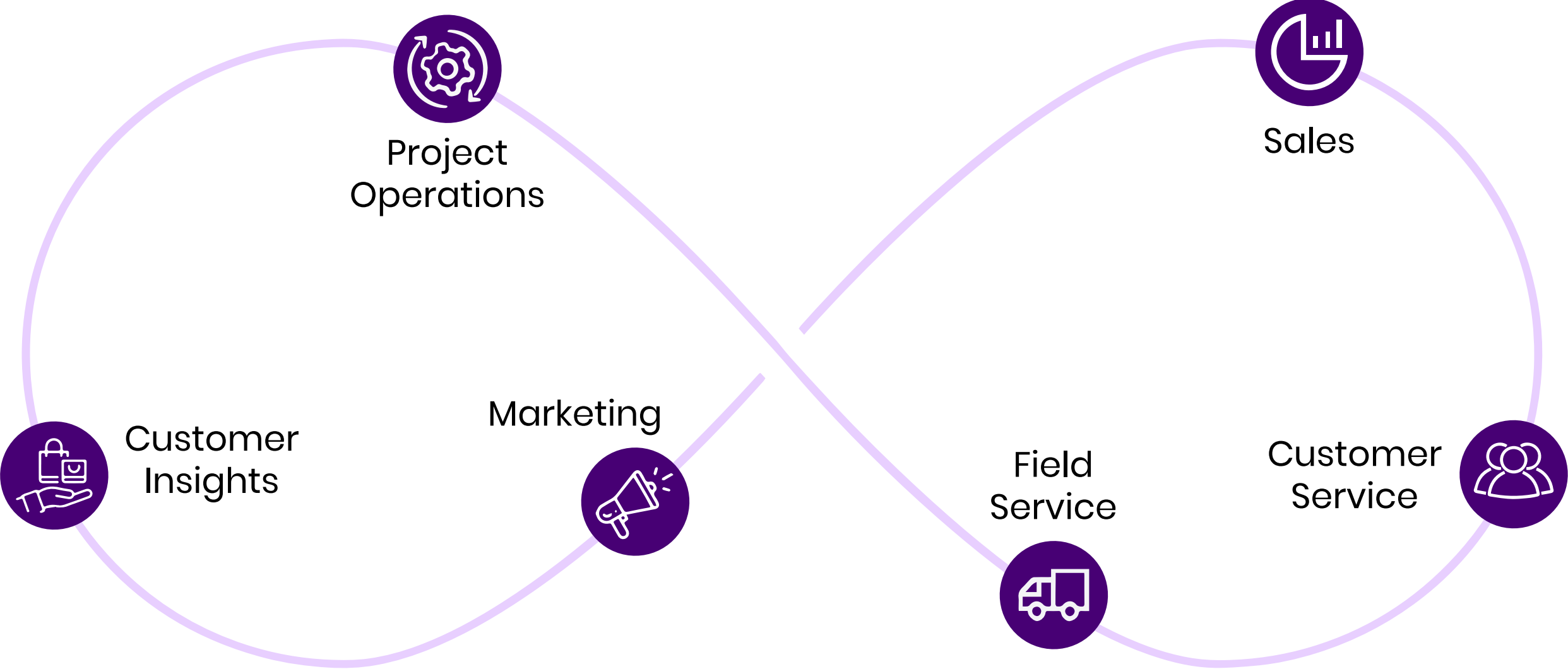
Microsoft Dynamics CRM Implementation

We have a strong grip on implementing the Dynamics 365 CRM solution that helps you manage, track and store information related to customers

Our offerings

- Business process analysis & mapping
- System Configuration & Customization
- Data Migration
- User Training and Adoption
- Integration with other systems
- Support & Maintenance

Purpose-built business applications





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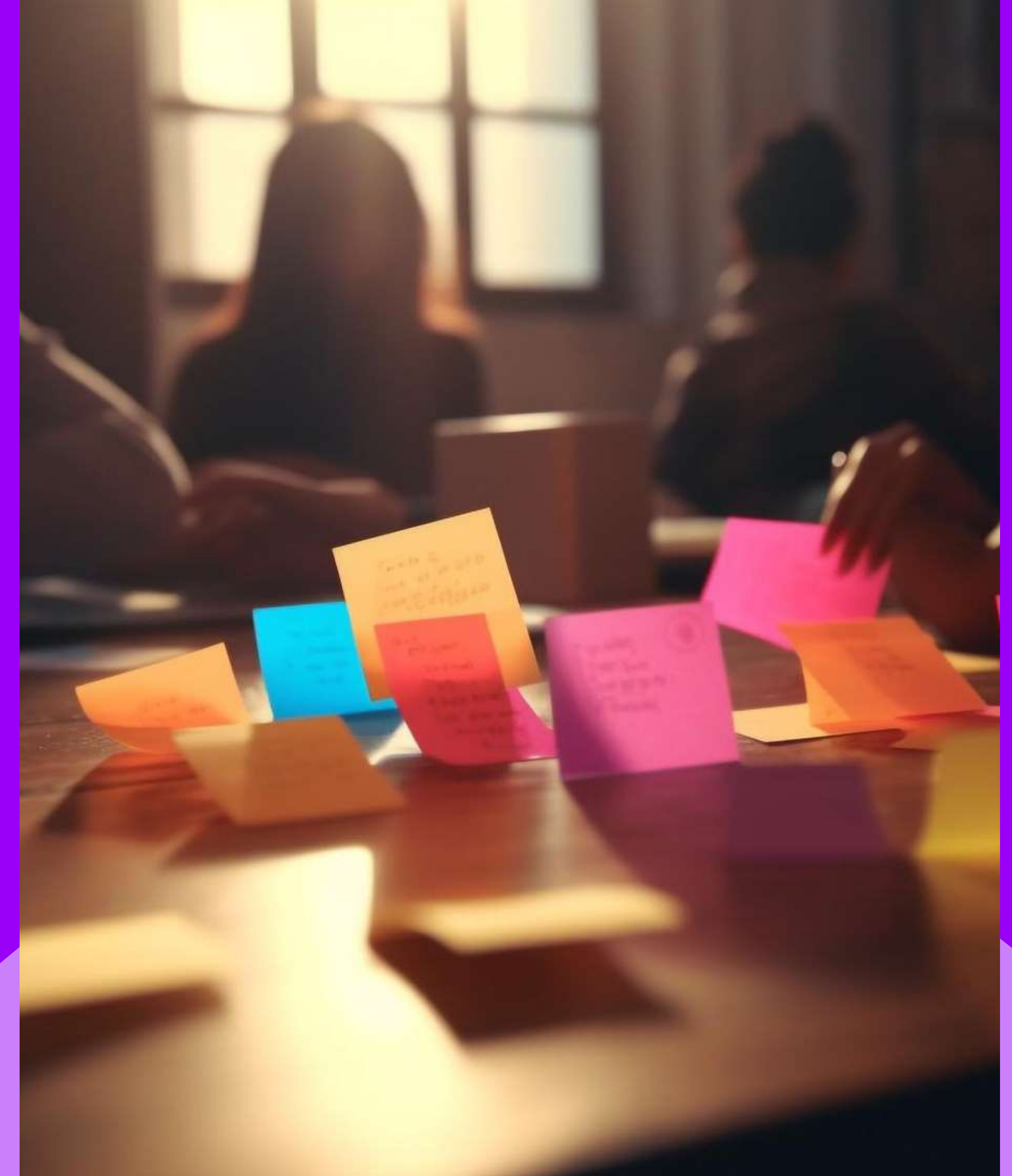
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Design Thinking

To keep up with the demands of the digital age, banking requires a new way of thinking to address customer needs and challenges. Our design thinking capabilities leverage a customer-centric approach to the design and development of digital products and processes for the banks. We enable banks to understand the pain points of customers and solve problems using innovation and our design thinking capabilities.

- Banking super apps
- Conversational AI
- Banking in the metaverse
- Gamification
- 3D user experience
- Mobile and internet apps
- Back office transformation
- Custom E learning portal



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User Experience Capabilities

Shape the future of banking with Banking applications that offer an omnichannel user experience & humanized design interface. Our all-star team of UX and UI designers are ready to jump in, turning large volumes of complex information into smooth flows that delight users.

We can help banks to:

- Design intuitive information architectures that organize and present banking data
- Develop wireframes and interactive prototypes to visualize the layout, structure and functionality
- Map customer journeys to identify touchpoints, pain points, and opportunities
- Establish innovation labs and centers to experiment with emerging technologies
- Leverage artificial intelligence to personalize banking experiences
- Set up labs for UX testing including eye tracking & heat mapping



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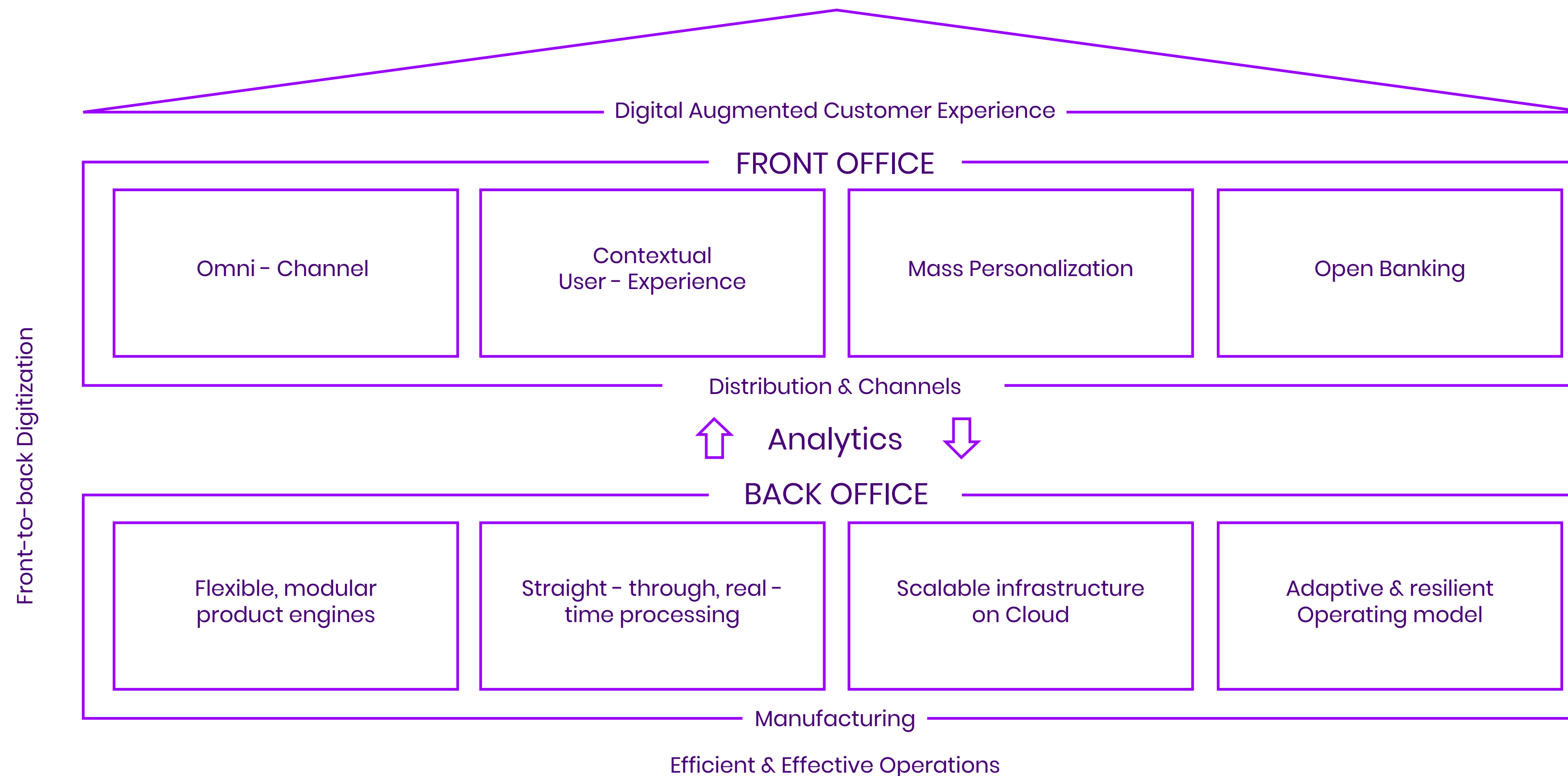
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Building Key Capabilities of a Digital Bank

Systems Limited provides a vision for digital banking that combines transactional, personalized, and rich, financial well-being experiences. Our approach is based on a consultancy model that can deliver value with implementation speed and financial savings. Banks can anticipate saving significant implementation and custom development costs by leveraging our capabilities of launching a digital bank.



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Digital Innovations

Our inhouse innovations can be easily integrated with existing Core & Digital platforms to provide a lifestyle banking experience to the customers.

Digital Wallet

A seamless platform connecting Customer, Agent, Merchant, and Back Office applications to redefine the essence of digital transactions.

Customer Lifecycle Management

This feature-rich platform is designed to transform customer onboarding by orchestrating a frictionless user journey.

Agency Banking

An innovative solution to offer financial services to the unbanked population through an extended retailer network.

Loan Origination System

A robust tool designed to provide digital and automated lending experience to end users.

Country Model Bank

Pre-packaged Model Bank Framework enabling banks to meet local best practices and regulations.



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Our Success Stories



Bank of Punjab has achieved an incredible milestone of the fastest Temenos Infinity implementation in Pakistan, the Middle East, and Africa region. Digital transformation is one of the key strategic pillars of BOP and supports our vision to be among the top five commercial banks in Pakistan. This implementation aligns with our mission to reach out to geographies and customer strata which are currently unbanked and where we feel other private commercial banks may hesitate to go in.

Mr. Zafar Masood
CEO & President
The Bank of Punjab



Customer centricity is at the heart of everything we do. This partnership with Temenos and NdcTech is a great catalyst in our digital transformation journey. We are very excited to make this a part of our strategic objective of becoming more agile and tailor our platform to better serve the rapidly changing needs of our customers.

Shahzad G Dada
President & CEO
UBL



We are delighted to have joined hands with Temenos / NdcTech for Digitalization of bank of Khyber. This implementation will provide the leap forward we need to enhance our market share and deliver better services and products for our customers in the 21st century. Our partner NdcTech also helped us to tailor the product to the specific requirements of our bank. The roll-out had been so well prepared beforehand that we were able to execute it flawlessly.

Ihsan Ullah Ihsan
Managing Director
The Bank of Khyber

Want to learn more about our **Digital Banking**

Connect with our experts to learn more about how we can transform your bank's core.

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marketing@systemsltd.com



About Systems Limited

Systems Limited is a leading global SI company with unparalleled 4+ decades of expertise in digital, data & AI, cloud, digital banking, and beyond. We offer industry-specific services, products, and accelerators across numerous industry verticals, enabling our global clientele to achieve 360-degree value. Being at a leading edge of innovation, we have managed to spread our global footprint across 16+ countries through our subsidiaries, including Systems MEA, Systems KSA, Systems APAC, NdcTech, & EP Systems. Our key strategic partnerships with the world's leading technology providers allow us to deliver unmatched technological capabilities that empower enterprises to drive and sustain long-term growth.

With a long list of awards and achievements, including Microsoft 2023 Country/Region Partner of the Year for Pakistan & UAE, four back-to-back Forbes Asia Best Under A Billion accolades, three consecutive Asia money Most Outstanding Company awards, IBS Intelligence's Best Digital Channel/Platform Implementation Award 2022, Banking Tech Awards' Highly Commended Top Tech Service Provider 2022, Major Contender Temenos IT Services PEAK Matrix® Assessment 2022 by Everest Group, and many more, we've established ourselves as a true leader in technological innovation.

