

## MANUFACTURED CAPITAL



**Manufactured Capital refers to all physical objects (as distinct from natural physical objects) that are available to the organization for use in the production of goods or the provision of services, including:**

- > Buildings,
- > Equipment,
- > Infrastructure (such as roads, ports, bridges and waste and water treatment plants amongst others).

Reference: <https://integratedreporting.org/wp-content/uploads/2013/03/IR-Background-Paper-Capitals.pdf>

As a bank, AfrAsia's manufactured capital represents our physical production-oriented infrastructure, which includes our IT landscape, Internet Banking services and Digital Innovations.

### IT Landscape

In an era of digital innovation and artificial intelligence, banks must rise to the digital challenge and leverage technology to deliver exceptional customer experiences. Our dedicated ICT Department's main objective is to serve the internal and external users of the Bank, while also ensuring operational excellence across all technologies and platforms. The department also acts as a significant force for change: it is responsible for ensuring that the Bank is adequately prepared and equipped to meet the ever-evolving requirements for new technologies.

The ICT department operates in five core areas, namely:

#### Reporting

The Reporting Department is responsible for overseeing and managing the reporting and data platforms within the Bank. We currently use the following reporting technologies to optimize our business processes: BO (Business Objects), BIP (Business Intelligence Publisher), Finclueze, Reporting for ERP, HCM and OFSAA (Integrated BI).

#### Project Highlights

Last year, the Bank embarked on an analytical journey by implementing the Finclueze BI Analytics Solution. Our objective was to unlock the untapped value of the vast amount of data generated by our core and non-core applications. This solution allowed us to create a data hub, derive actionable insights and shape them into critical decisions. We were also required to implement other complex components in order to comply with the IFRS 9 requirements.

## Core Applications

The Core Applications team is responsible for providing technical support to the following applications:

- › Flexcube Core Banking System, which includes Current and Savings Account, Loans, Fixed Deposits, General Ledger System, Standing orders
- › Quantum Treasury System for money market & securities trades
- › Moneyware Custodian System
- › OFSAA – AML & KYC System in compliance with regulatory requirements for AML & KYC

## Project Highlights

- › AML/KYC (Anti Money Laundering and Know Your Customer platform) remediation and upgrade
- › Custody (Securities Services System enhancement & upgrade)
- › Several enhancements on Flexcube (Automatic Provisioning for Overdraft accounts, Straight Through Processing (STP) for Funds transfer module etc. )

## Channels and Enterprise Team

The Channels Team is responsible for managing and providing support to our Internet Banking platform, SWIFT, K-printer, Chequepoint, CRISIL, HPRM, Customer Onboarding platform, credit card mobile application, ERP and the Intranet.

The table below provides more details on the functions of each application:

Action	Description
Internet Banking	Platform to make enquiries and initiate electronic transactions
SWIFT	Platform to initiate transactions via the SWIFT network, namely interbank transactions with both local & international banks
K-Printer	Application to convert SWIFT messages into a PDF format and distribution of messages to specific folders for STP
ChequePoint	Application to process clearing of cheques and salary processing
CRISIL	Application for credit rating of customers (Individual, Corporate, SME & Financial Institutions)
HPRM	Document Management Solution to store all soft copies of customer documents
Customer Onboarding App	Solution to onboard new customers and account-opening app on tablet
Credit Card Mobile App	App to make enquiries about credit cards transactions
AfraNet	Intranet for staff
ERP – Oracle Fusion Cloud Solution	Solution for Finance, Procurement and HR

## MANUFACTURED CAPITAL (CONTINUED)

### Technical Solutions

The Technical Solutions team is mainly responsible for maintaining and providing technical solutions to any Unix system hosted by the Bank.

Its main function is to proactively monitor, maintain and resolve any technical issues that may prevent the efficient and effective running of the Banking System.

The Department also administers Oracle databases and platforms like AIX, Solaris & Redhat Linux including storages. Additionally, the team is responsible for integrating our newly middleware solutions to the core banking system.

These were our major achievements for the year 2018:

- › Implementation of Oracle servers – completely new infrastructure
- › Middleware implementation – SOA/ODI
- › Customer Onboarding App
- › BI publisher implementation
- › Data warehouse implementation – Fincluez system
- › OFSAA project – compliance tool
- › Card migration project – PEX
- › Implementation of straight through processing of MNS, Direct debit, HR & ACM archiving interface
- › HCM and payroll interface

### Infrastructure

The Infrastructure Team is responsible for the implementing and operating our technology infrastructure, which includes (but is not limited to) our data center, network and server services, telephony service monitoring, user support/help desk, workstation management, servers, storage and other related software. The team is also responsible for ensuring the availability and integrity of all our IT systems and infrastructure.

### Project Highlights

- › Implementation of new firewalls
- › Implementation of KEMP LoadMaster to provide redundancy on application layer
- › Upgrading FortiWeb to an Active-Passive environment for redundancy
- › Implementation of Netbackup solution with backup encryption on Tape

### Internet Banking

Our Internet Banking facilities are available and accessible to all our clients. There has been a notable increase in the number of Internet Banking users, as well as number of transactions posted.

FY2017-2018

41,111

ACTIVE IB USERS

29,895

FY2016 -2017



### Digital Innovations

This year, the Bank had set up a Projects & Digital Innovations department with the objective of ensuring industry leadership by strengthening transformative digital capabilities and tapping into new age FinTech opportunities. With the Bank embarking upon large scale transformation projects and initiatives, the department currently leads the end-to-end project management and governance processes to ensure lean and efficient execution with maximum impact.

The department has successfully managed the execution of initiatives such as completely automated IFRS 9 solution, Human Capital Management System on Cloud, Artificial Intelligence based ChatBot named ARIYA and upon establishment, the department took charge of management activities leading to the implementation of an ERP solution on cloud, creation of the API layer towards an open banking framework and DataMarts, as a central repository of information for the Bank.

In addition to the above, the department is currently steering the execution and management of multiple transformation initiatives in the area of treasury, custody, credit, payments, inventory management, cards and digital channels that interact with internal systems through automated processes.

In order to ensure successful re-engineering, the department is analytically utilizing the identified list of challenges, risks and issues as opportunities for transformation. This activity has led to the creation of a task force that is monitoring the resolution of the issues which is ensuring progress towards the creation of 'a highly efficient bank' that strives to create the highest standards of customer experience.

The department has outlined the 3 year technology transformation and digital strategy for the Bank to become a customer centric 'digitally enabled institution', delivering solutions that are driven by the current and anticipated expectations of the customer.

FY2017-2018

20,362

ACTIVE IB ENTITY

16,636

FY2016 -2017



FY2017-2018

150,609

IB USERS HAVING COMPLETED IB TRANSFERS

111,301

FY2016 -2017

