ORACLE

Oracle FLEXCUBE Universal Banking

Oracle FLEXCUBE Universal Banking is designed to modernize a bank's core systems efficiently and transform the bank to an intuitive, agile, connected and efficient Bank of Tomorrow.

INTRODUCTION

The financial services industry continues to evolve amidst disruption caused by an unprecedented proliferation of digital technologies and connectivity. This disruption coupled with several regulatory directives is also driving the emergence of connected ecosystems. To successfully address disruption, protect customer relationships and business, effectively comply with regulations, stay competitive and leverage the ecosystem opportunity, banks must double down on transforming their core systems so that they can leverage evolving technologies and connectivity to deliver better services, experiences and value for their customers.

With technology at the core of banking, modernization of core systems is the cornerstone of digital transformation in a bank. Oracle FLEXCUBE Universal Banking can help banks jumpstart digital transformation and leapfrog their capabilities to stay relevant, competitive and compliant in a fast evolving industry. With its modern, digital, shrink-wrapped, pre-configured, interoperable, scalable and connected capabilities, the Oracle FLEXCUBE Universal Banking system can help catapult banks to the fore front of innovation and leadership.

DIGITAL ENGAGEMENT

Banks can transform the way they understand customers, improve onboarding experience for a customer or a product, and service customers more effectively. Oracle FLEXCUBE equips bankers with the insights and features to deepen customer relationships and drive higher revenue.

Oracle FLEXCUBE offers:

- A rich and intuitive user experience that helps bankers enrich customer guidance, advice and product recommendations to customers.

- Multi-dimensional insights, dashboards and views to generate a complete 360 degree view of an individual customer which empowers bankers to drive personalized customer engagement at scale.

- Highly configurable and customized screes, views, processes and functionality that enables bankers to speed up the execution of customer requests while improving service quality and accuracy.

- Integrated Intelligent Assistants that help bankers use conversational AI to improve productivity, efficiency and customer engagement.

Machine Learning and Natural Language Processing

Oracle FLEXCUBE's embedded Machine Learning Framework enables a bank to unlock the true potential of data and drive competitive advantages. The frameworks capabilities enable better predictability and enhanced insights. Intelligent and data driven, the framework leverages machine learning algorithms and data sets to focus on real world use cases such as Product Recommendations, Customer Attrition, Customer Segmentation and Customer Lifetime Value.

Oracle FLEXCUBE's embedded Natural Language Processing (NLP) Framework enables a bank to drive intelligent automation. The framework offers ready use cases like automated processing of customer email requests by intelligently identifying data context and deciphering related actions. NLP helps streamlines downstream processing of customer email requests and helps bankers improve their efficiency and free up time to drive more personalized engagement.

Oracle FLEXCUBE also has a pre-integrated machine learning adapter which unlocks intelligent decisioning from any data source. Built using a generic REST service layer it can also integrate with other applications.

MULTIDIMENSIONAL AGILITY

Oracle FLEXCUBE is architected to support multiple deployment options and transformation strategies in a heterogeneous environment, according to the specific requirements of a bank.
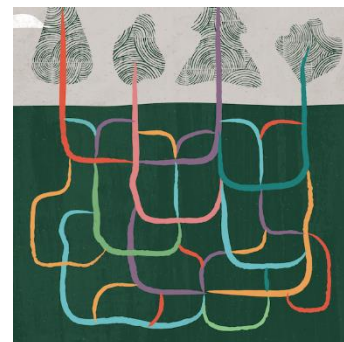
Banks can now jump-start digital initiatives with a pre-baked and shrink-wrapped solution designed to work off-the-shelf with comprehensive capabilities across all banking functions. This shrink-wrapped solution is plug and play model with multiple options to co-deploy standalone point products.

Oracle FLEXCUBE can help banks transform new products and service development, bundling with their own or those of partners and pricing them competitively and do so with agility and speed. The system's centralized product management, high levels of parameterization and support for complex process flows allows banks to rapidly reconfigure systems to support new services and use cases.

New functionality has been built on a micro services based architecture. A micro services architecture offers banks extremely high levels of architectural flexibility and adaptability in defining and deploying service components as per its requirements. The micro services can be consumed at a unit of value and are designed based on a build once-deploy and reuse on multiple platforms approach.

ENHANCED CONNECTIVITY

Oracle FLEXCUBE offers banks a full range of capabilities to participate and profit from Open Banking. The solution enables banks to seamlessly and securely collaborate with third party

Key Features

- *Rich and intuitive User Interface with intelligent information retrieval and contextual clarity*
- *Personalized user experience and on-demand originations*
- *End-to-end functionality across conventional and Islamic banking*
- *Embedded Machine Learning framework that helps unlock the value of data and drive new insights*
- *Embedded Natural Language Processing Framework that helps drive intelligent automation*
- *Data privacy and protection features that help improve compliance*
- *Supports integration with biometric facial recognition solutions*
- *Supports multi-currency, multi-lingual, multi-entity, multi country operations*
- *Multi-dimensional connectivity for the heterogeneous bank and ecosystem*
- *Pre-integrated Blockchain and Machine Learning adapters*

service providers, while defining and remaining in control of the ecosystem a bank chooses to operate in.

Built for the heterogeneous enterprise, Oracle FLEXCUBE's connected architecture enables seamless and secure integration with other banks, industry platforms, marketplaces and ecosystems. The solution offers seamless and secure information exchange using the industrialized standards of ISO 20022, SAML 2.0 and common integration frameworks to drive better collaboration and participation in connected ecosystems. The solution also enables simplified, pervasive and secure assimilation of information across Oracle and non-Oracle applications in the bank.

Oracle FLEXCUBE's in-built library of 1600+ RESTful services provides a platform that promotes an industrialization of API consumption and fuels the co-creation of applications and services around the bank. Additionally, the solution helps banks innovate much faster, provide service ubiquity and better comply with regulations such as European Union Payment Services Directive 2 (PSD2) and the UK's Open Banking standards.

Blockchain

The system is embedded with a patented blockchain adapter that enables Oracle FLEXCUBE to interface with any blockchain system. The adapter enables a seamless interchange of information between Oracle FLEXCUBE and external blockchain data sets can work with any version of Oracle FLEXCUBE with minimal changes. The easy configurability of the adapter enables banks to leverage blockchain technologies to solve business problems, improve process efficiency, reduce risk and enhance straight through processing.

OPTIMAL EFFICIENCY

Oracle FLEXCUBE helps drive operational efficiency and flexibility and offers the capability for to efficiently redefine operating and business models with its multiple deployment options that include on-premise to private, managed or public cloud. Oracle FLEXCUBE's multi-tenant support enables the sharing of application/code and data allowing for significant resource and cost efficiencies.

With Oracle FLEXCUBE, banks can efficiently streamline, standardize or expand product lines, business lines and operations and rapidly respond to evolving business requirements with its highly extensible UI, business logic, strong localization capabilities and accelerated deployment.

Oracle FLEXCUBE's pre-integrated Machine Learning adapter and NLP framework help banks drive back office automation and operational efficiency. Additionally, the system helps better compliance with evolving regulations and standards with out-of-the-box capabilities especially in the Payments, Open Banking and the data privacy space.

Key Business Benefits:

- *Drives growth through customer centricity*
- *Helps bankers drive productivity, efficiency and customer focus*
- *Enables an accelerated time-to-market*
- *Enables customized transformation using best of breed point or pre-integrated solutions*
- *Has a connected architecture that enables collaboration*
- *Enables Open Banking and API commercialization*
- *Offers operational and cost efficiencies*

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