



# Quinnox Improves **Digital Banking** Efficiency and **Customer Experience**

with Multi-Platform Application Development





## Overview

A UK-based e-money provider that offers app-based transactions, splitting payments and driving wider sustainable finance initiatives.



## Challenge

- ▶ The client wanted to build an application based on their existing e-money capabilities to support a seamless transition to current accounts.
- ▶ Required expertise and efficiency in executing several internal business processes around account approvals, loan underwriting, disbursements, and customer support
- ▶ Address challenges around understanding regulatory guidelines around Strong Customer Authentication (SCA) & Payment Service Directive 2 (PSD2)







## Solution

Our solution leveraged Quinnox Digital Bank reference architecture and service virtualization, enabling rapid prototyping and frequent comprehensive in-sprint automated testing. Here is a detailed list of the solutions we delivered to the client:

- A React Native-based mobile app (for both iOS & Android), a GraphQL API experience layer, and a platform orchestration layer using Clojure
- A message pipeline layer using Kafka and a data services layer using PostgreSQL, Glue, Redshift, and Athena.
- AWS cloud-native with containerization and microservices at its core to increase developer velocity via DevOps practices, including Infrastructure as code
- Three cross-functional (product & engineering) squads for accounts, payments, and lending.
- DevOps Tools like Concourse CI, Terraform, Datadog, GitLab, and Grafana to maximize agility and accelerate the development process





## Impact

We developed a multi-platform, consumer-facing mobile app for transaction management, reconciliation, customer provisioning & due diligence, KYC & AML, payments, fraud monitoring, consumer lending, and arranged overdrafts.



Reduced customer query response time by **70%**.



Increased bank's user base by **8X**



Improved customer experience, reduced customer churn, and extended customer tenure



Domain specialization of Quinnox product analysts helped reduce backlog creation time by **40%** for regulatory guidelines around Strong Customer Authentication (SCA) & Payment Service Directive 2 (PSD2)

## About Quinnox

Quinnox is your agile, business-results-driven digital technology partner. With the power of human and applied intelligence, we simplify business processes, improve customer experiences, and create exceptional business value for forward-thinking enterprises. With the combination of cognitive solutions, conversational platforms, SaaS solutions, human and applied intelligence, we capitalize on new technologies to accelerate growth, innovation, efficiency, and resilience. Our data-driven digital solutions unlock the hidden potential of your business across your digital value chain, helping to accelerate success, today and tomorrow.