



CASE STUDY



Bank of Khyber

A leading Government Commercial Bank offering Islamic & Conventional Banking services digitalizes its operations across 190+ branches



MANAGED
CERTIFIED
PARTNER



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The Client

Established in 1991, The Bank of Khyber enjoys a unique position of being bracketed amongst the only four government banks in Pakistan. It is an A-1 rated Commercial Bank, operating across the country with a network of 190+ branches. Bank of Khyber has been actively engaged in catering to the financial needs of all sectors. The Bank has envisioned to become a modern Digital Bank offering dynamic services through its expanded nationwide network.

"We are delighted to have joined hands with Temenos & NdcTech for Digitalization of Bank of Khyber. Temenos has a global reputation for providing robust, innovative financial software solutions and has an extensive presence all over the world. This implementation by NdcTech 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.

Ihsan Ullah Ihsan, Managing Director, The Bank of Khyber



Challenges

Bank of Khyber continually seeks to invest in the latest banking solutions to meet the fast-changing requirements of its clients. The Bank wanted to become a modern Digital Bank and enrich its product range to provide seamless experience to its customers and create lasting value. Bank of Khyber wanted to execute an expansion strategy by offering new services and launching new branches in different areas of Pakistan. However, the Bank's existing systems were not equipped to handle the changes that it wanted to undertake for its transformation.



“ We are proud that in less than 15 months even with Global pandemic restrictions, the Bank went Live. We have demonstrated that commitment with reliable technology partner like NdcTech can overcome any challenge that comes along the way be it like COVID-19. We could not have achieved a Go-Live without the commitment and professionalism of Bank Management team and Technical Resources. Everyone knows that a Core Banking upgrade is always a challenge especially in distributed environment, but we were confident of ourselves and NdcTech who carried it out seamlessly.”

Azfar Latif, CIO, The Bank of Khyber



Solutions & Implementations

Bank of Khyber selected Temenos and NdcTech as its partners for its strategic initiatives to accelerate its digital transformation process. Temenos' and NdcTech's expertise in Pakistan Model Bank approach delivers pre-configured, localized functionality and best practices, reducing the need for customization and decreasing timescales for delivery.

NdcTech worked closely with Bank of Khyber to deliver a hybrid onsite/remote implementation, providing expert support and consultation to ensure successful Go-Live for the Bank despite the prevailing pandemic. The implementation of Temenos Transact, the next generation Core Banking, Temenos Infinity Digital Banking platform, Financial Crime Mitigation and Analytics involved the integration of Bank of Khyber's legacy systems and was concluded timely after a complex migration and numerous functional tests on the new system.

Congratulations to Bank of Khyber for its Temenos go live with NdcTech. Temenos has a strong presence in the Middle East and a track record of success in delivering digital banking transformation for banks in the region. We are delighted BOK has selected our platform and proud to support them as it seeks to leverage Temenos' open and API-first technology to deliver world-class digital experiences for its customers and achieve market-leading cost-income ratio to drive sustainable growth and market-share."

Jean-Paul Mergeai, President – APAC and MEA, Temenos



Benefits to the Bank

Bank of Khyber selected a technology platform that will enrich the customer experience, reduce time to market for new products, generate efficiencies and reinforce the segments' digital strategy. This implementation will modernize legacy Core Banking system of the Bank, enabling it to be more agile and scalable while reducing its operating costs. The Bank will also be able to leverage the platform to launch new products and services faster into the market.



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We are proud to work together with Bank of Khyber. BOK is a very successful public/private partnership and through innovation will now be able to deliver hyper-personalized experiences to its customers. The team and management of the Bank understands the power of technology, and the importance of leveraging the best practices and latest technological advances. We are delighted to be there partner in this strategic digital transformation and will continue to help the bank achieves greater stride."



Ammara Masood, CEO and President at NdcTech

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Temenos' technology will support the Bank in offering differentiated retail, SME and Corporate Banking products, including accounts, time deposits and loans for both Islamic and Conventional Banking. Temenos' agile and fully integrated architecture enables Bank of Khyber to quickly roll out new functionality and services. Their Digital banking platform supports Bank of Khyber's strategic objectives to increase its market share and drive sustainable growth by optimizing its banking operations and reducing operational costs. Temenos open API technology will help Bank of Khyber to provide seamless digital experiences to its customers. NdcTech's expertise in the Pakistan market will help the bank to comply with local regulatory requirements and best practices.



About NdcTech

National Data Consultant (Pvt) Limited (NdcTech) is an award-winning partner of Temenos (the world's #1 Banking Software) providing unmatched services and innovations to financial institutes and banks. The company has more than 20 years of experience in delivering transformational services including Core Banking upgrades, Digital Banking transformation, Banking on the cloud, Managed services, Financial Crime Mitigation & Risk, Payments, Analytics & Artificial Intelligence, Training, Testing & Migration Services, Bespoke developments, and expert services.

NdcTech collaborates with customers in MEA & APAC region to enhance their digital capabilities and solves their toughest challenges by driving innovations to create new products and business models. NdcTech has offices in Pakistan, UAE, and Singapore from where it conducts its businesses in over 17 countries. We have 225+ Consultants with certification, experience, and knowledge of Temenos Products.

We have 75+ banking clients as our customers including Commercial banks; Central bank; Islamic banks; Microfinance banks; Digital banks; Investment banks and Digital Financial Institutions running Temenos software and solutions.

For more information, visit www.ndctech.net

About The Bank of Khyber

The Bank of Khyber was established in 1991 through an Act passed by the Provincial Legislative Assembly. It was awarded status of a scheduled bank in September 1994. The Bank enjoys a unique position and stands out amidst other banks operating within Pakistan and has the privilege of being bracketed amongst the only four government banks in the country. Bank of Khyber has long been associated with business and commercial circles and has been actively engaged in catering to the financial needs of all sectors. It has successfully been involved in extending funded and non-funded facilities to its customers for various business needs. Today, Bank of Khyber is an "A-1" rated commercial bank, operating across the country with a network of 190+ branches and still expanding.

For more information, visit www.bok.com.pk





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