

NETinfo

DIGITAL BANKING PLATFORM

Case Study



Eurobank

Cyprus

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PLATFORM

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Case Study

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Having started its operations in August 2007, following an impressive rate of growth and having demonstrated healthy profitability with both a strong capital base and liquidity, Eurobank Cyprus is currently operating a network of eight Banking Centres in all major cities across the island. Bank's solid financial results have enabled Eurobank to continue its dynamic growth and ongoing support of the Cyprus economy.

Eurobank Cyprus is part of Eurobank Group, a dynamic banking organisation active in seven countries, with total assets of €60.0 billion and 13,512 employees. Established in 1990, the Group continues its dynamic growth with stable and decisive steps, with a focus on the diverse needs of its customers. With a total network of 700 branches in Greece and abroad, the Group offers a comprehensive range of financial products and services to its retail and corporate customers.

2007

Year Founded



Geographical presence

Cyprus (part of Eurobank Group)



Headquarters

41, Arch. Makarios Ave, 1065 Nicosia, Cyprus



Line of Business

Eurobank Cyprus offers a great range of products and services for corporate, local and foreign high net worth individuals and international business customers



Assets

€5.300 000 000 [2017]



Employees

400 staff [2018]

Other key metrics



9 Banking Centres in Nicosia, Limassol, Larnaca, Paphos and Famagusta



45000+ customers (80% users of digital channels)



17 was the fifth consecutive year with profitability (over €30m per year)

Source: Eurobank Cyprus and www.eurobank.com.cy

Challenge

Eurobank Cyprus wanted an independent, customisable, efficient and secure solution with flexible integration capabilities to serve its corporate customers through an Internet banking solution. The new solution would have the capability to provide full and strong corporate functionality, to accommodate SMEs and large corporate customers of the Bank with a 2-factor authentication.

Eurobank had two more upgrades of their NETinfo solution, in 2013 and in 2017. For the 2017 upgrade, the main objectives were to provide additional functionality to corporate customers, including mobile banking and a new presentation layer.





**“Comprehensive
functionality
to corporate
customers”**

Solution

We delivered a complete omnichannel solution in 2008, that included responsive internet banking covering all browsers and devices, with rich retail and corporate functionality and advanced alerts & notifications management. The Bank could offer complete corporate functionality including custodian account management, portfolio management, mass payments and host-2-host payroll facilities.

In 2013 our solution was upgraded to the latest version. The presentation layer was also upgraded.

In 2017, Eurobank Cyprus proceeded with an upgrade to the latest version of NETinfo Digital Banking Platform, which included a new and modern presentation layer, for both web and mobile banking, further corporate and retail functionality and an enhanced host-to-host payroll facility.

“ Enhanced
host-to-host
payroll
facility ”

Benefits

- ✔ 24X7 online banking system available in English and Russian, for both individual and corporate clients.
- ✔ Complete corporate functionality including approval workflows, complex signatory structures and bulk payments facilities, to help the Bank acquire and handle important corporate customers.
- ✔ Self-service capability for the Bank by using dynamic pages builder to design and publish new functionality and services to any channel or customer group at any time and quickly.
- ✔ A sophisticated host-to-host (H2H) payroll solution that provides automated high-volume data transfer between the Bank and the corporate clients.
- ✔ Rich customer experience and flexible presentation layer changing based on Bank's strategy.
- ✔ Very satisfied customers with very positive comments (based on client survey).

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