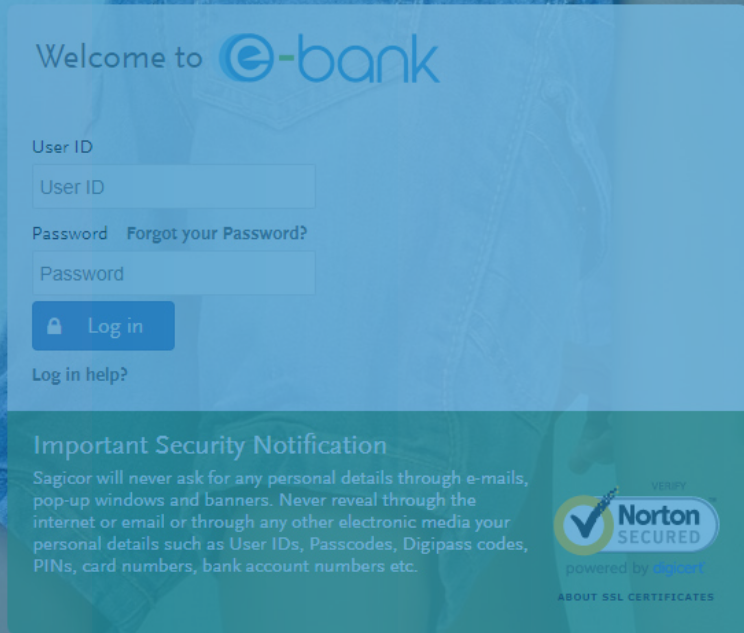


# NETinfo

DIGITAL BANKING PLATFORM

Case Study





# Case Study

Sagicor Group Jamaica is a majority owned subsidiary of the Sagicor Financial Corporation (SFC). The history of Sagicor dates back to 1840, SFC is a dynamic, indigenous group which has been redefining financial services in the Caribbean, building a strong base from which it has expanded into the international financial services market.

Sagicor now operates in 22 countries in the Caribbean, Latin America, the United

Kingdom and the United States. Sagicor Group Jamaica is a full service financial institution offering a wide range of products and services. Bank's financial solutions are designed to meet short and long-term life & health insurance, annuities, pensions, real estate, banking and investment needs.



1995

Year Founded



Geographical presence

Jamaica and in 22 countries in the Caribbean, Latin America, the United Kingdom and the United States



Headquarters

28 - 48 Barbados Avenue, Kingston 5, Jamaica



Line of Business

Retail, corporate & private banking, investment brokerage services, trade finance functionality  
Insurance products



Assets

2.400 000 000 (2017)



Employees

393 (382 in Cyprus and 11 in Luxemburg)

Other key metrics



14 branches in Jamaica



Annual revenues of €80m

Source: Sagicor Group Jamaica and [www.sagicorjamaica.com](http://www.sagicorjamaica.com)



## Challenge

The Bank wanted an overall design and implementation of a secure, user-friendly and powerful digital banking platform solution that would include internet banking and mobile banking, to serve its local as well as its international customers, providing retail, corporate banking and investment services. The new service should offer a unique customer experience available to the Bank's customers base.

The Bank requested for a successful track record in interfacing with Temenos core banking system and fast implementation and delivery within 6 months. Additionally, the Bank wanted the solution to be highly available and extra secure.



A man in a dark suit is seen from behind, standing in a high-rise office and looking out a large window at a city skyline. The entire image is overlaid with a semi-transparent blue filter. Faint, light-colored network diagrams with circular nodes and connecting lines are scattered across the background. The text 'Highly available and extra secure solution' is written in large, white, bold, sans-serif font, enclosed in quotation marks.

**“Highly  
available and  
extra secure  
solution”**

## Solution

NETinfo managed to successfully deploy a complete omnichannel solution, that includes responsive internet banking covering all browsers and devices, a modern mobile banking, with rich retail and corporate functionality, advanced alerts & notifications management tools and 2-factor authentication mechanism, within 6 months. NETinfo's fast implementation methodology provided the time to market the bank requested, offering to Sagicor's customers a wide range of services including standard retail & corporate, stock trading, investment management and trade finance functionality.

Sagicor has just acquired RBC Jamaica from the Royal Bank of Canada, which had Oracle core banking solution. Our open architecture and vast experience in interfacing with third-party systems enabled easy and seamless migration and integration with two core banking systems, Sagicor's (Temenos) and RBC Jamaica's (Oracle).

**“ Delivery  
within 6  
months ”**

## Benefits

- ✔ NETinfo's methodology, based on international best practices standards and our long year experience in the industry, enabled the Bank to gain a go-to-market advantage.
- ✔ A wide range of digital services including stock trading, investment management and trade finance functionality, enables the Bank to acquire new customers.
- ✔ Strong corporate functionality offered to its corporate customers including payroll and mass payments facilities.
- ✔ A modern mobile banking app with rich functionality to perform financial activities on the go.
- ✔ Comprehensive analysis on all customers provide the criteria necessary to utilise cross sell opportunities through user behaviour, trends and channel type.
- ✔ Execution of targeted campaigns through the electronic channels, addressing different type of customer segments including millennials, basic retail, ladies, SMEs, students and any other segments dynamically created by the Bank.
- ✔ Seamless customer experience and integration between channels.



**Cyprus:**

23 Aglantzia Ave., 2108 Nicosia  
P.O. Box 22658, 1523 Nicosia  
T: +357 22 753636 F: +357 22 765680

**UK:**

Muswell Hill Centre  
Hillfield Park  
London N10 3QJ  
T: +44 (0)20 3397 8440  
F: +44 (0)20 3397 8533

**Russia:**

123557, Moscow  
Elektricheskiy Pereulok b.3/10 str.1  
T: +7 800 333 86 78

**Colombia:**

Calle 95, No 14-45, Office 801,  
Bogotá  
T: +57 1 6517360

**Kenya:**

The Watermark Business Park  
Ground Floor, Spring Court,  
Ndege Road, Off Langata Road,  
Karen, Nairobi  
T: +254 713 621933