Tata Consultancy Services

Tata Consultancy Services (TCS) is working with a South African bank whose strategic aspiration is to become the digital bank of choice across the African continent, with customer centricity at the core. It also wanted to ensure the faster launch of digital products for its customers. However, the organization's existing IT landscape used a legacy monolithic middleware which did not support the quick introduction of products and features.

TCS conceptualized, architected, and developed a new highly scalable API and microservices platform using BIAN standards on a cloud-ready Red Hat container platform. BIAN's global and open standard was leveraged to design and build APIs to achieve interoperability, consistency, and ease of integration with partners and fintechs.

The adoption of BIAN resulted in improved time to market for digital products, enhancing the customer base and improving customer satisfaction. TCS also achieved increased efficiencies due to standardized architecture, which helped contain change impacts resulting in reduced cost & time of development and testing. There was also a significant increase in the usage of digital channels leading to the optimization of service operations for product fulfilment and assisted channel support.

Reshma Lall, Head, Transformation Architecture Consulting, BFSI at Tata Consultancy Services, said: "The project has resulted in significant value delivery for the bank with multiple business benefits across dimensions."

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