

The Way to Success Through Improved Customer Experience

Sibedge has designed and developed a personal online account on the platform of one of the largest banks of Russia to make it easier for individuals to use it.

About client

The client is among the top ten largest Russian banks in terms of assets.

Challenge

Historically, the bank has used a remote banking system developed only for legal entities. The inherited software did not allow individuals to comfortably use bank services online. The client had to expand its system capabilities, optimize its operation and change the interface of their website.

They also needed to integrate the updated personal account area to different software applications in many branches of the bank and to comply with numerous requirements of the Central Bank of Russia.

Industry

Financial technologies

Location

Russia

Key points

- Unified disparate software of different banks.
- Reduced the cost of technical support for the system.
- Attracted new customers and increased the loyalty.

Team

Project manager — 1
Front-end developer — 8
Back-end developer — 6
Analyst — 1
QA engineer— 3
UI/UX designer— 1

Duration

1 year

Technologies

TypeScript, JavaScript, React, Java, Spring

Approach

Communication with client was based on the following principles:



Quick Start



Transparency of process



One-Hour Response



Scalability



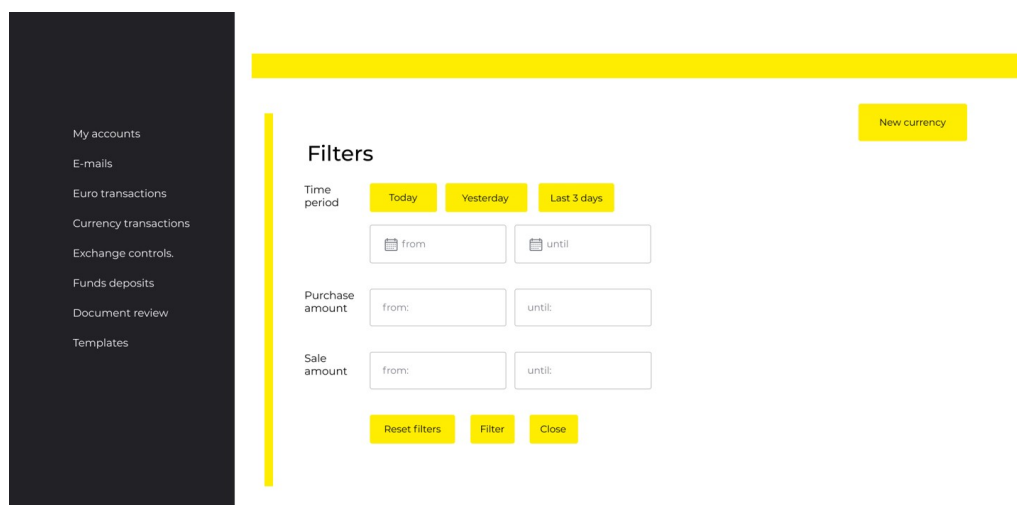
High level of trust

Thanks to the rethinking of the software architecture, the system has received additional functions and improvements:

- Ability to manage user accounts.
- 128-bit encryption-based authentication.
- Authorization using a system of access policies and tokens.
- Single sign-on technology.
- Monitoring of services performance and availability.

The variety of software applications used by the bank's branches was a serious challenge for the developers. They had to integrate the personal account area into a large number of software solutions, services, and databases.

Twenty Sibedge employees worked on the project for a year. The key technologies were Java, React, and Amazon Elastic Compute Cloud.



Result

The updated system interface is clear and convenient for individuals and legal entities alike. The new personal account area allows users to edit their data, check invoices, receive bank statements, make transfers, pay for services, make deposits and get loans.

The bank received a software solution, which:

- Increased the number of remote bank users.
- Made old clients more loyal due to the convenience of the system.
- United the scattered software in different branches of the bank.
- Complies with all modern safety requirements.

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