



IRIS OMNICHANNEL BANKING PLATFORM

VSoft's IRIS Omnichannel Banking Platform is a web-based solution for bank customers to access their bank accounts and perform financial and non-financial transactions online and in real-time anytime and from any place.

Driven by a mix of socio-economic factors, Indian consumers in urban, semi-urban and rural areas today expect self-service as a new normal. This change is reflected in a recent census by eBay that showed that consumers in smaller towns and rural areas are driving e-commerce in India. Sooner than later, consumers will expect banks too to follow suit and offer them "Anywhere, Anytime, Any place" banking channels.

Omnichannel banking aspires to provide consistency of experience for the customers across different groups of touch points. Omnichannel is viewing the experience through the eyes of your customer, orchestrating the customer experience across all channels so that it is seamless, integrated and consistent.

FEATURES

- One platform to enable and maintain Internet and Mobile banking.
- HTML5-enabled responsive design ensures that based on the form factor of the access device, the user interface adjusts itself for optimal user experience.
- Multi-factor authentication to identify access requests - login credentials, one-time password (OTP) to registered mobile, security question in case of change of access point.
- HTTPS communications protocol for secure transmission over the internet. SSL/TLS 1.0 128 bit encryption of customer data and all online activity.
- Password storage in encrypted form using Rijndael 192 bit cipher. Contains perfect forward security (PSF) to ensure encryption is done using unique session key.

BENEFITS

- A single platform for online or internet banking and mobile banking across multiple devices, a single set of business rules, login credentials and authentication process across all channels provide consumers a uniform experience across all channels and enable banks to implement the solution quickly and smoothly.
- Multilingual support facilitates faster adoption of the solution and provides personalised service to consumers.
- Since it is offered on a hosted and secured environment, customers can transact with peace of mind and banks can offer the service without the overheads of infrastructure setup, personnel management and other capital expenditures.

FUNCTIONAL ARCHITECTURE

