Delivering a seamless customer experience for Open Banking

In response to PSD2/CMA Open Banking regulation, a Tier 1 Bank engaged Icon Solutions to design, develop, and lead their App-to-App programme. App-to-App functionality enables customers to initiate account sharing and payments journey from inside a Third Party Provider's (TPP) mobile application, by re-directing them to their own bank's mobile application via public APIs. The customer can then authenticate and consent to sharing specific account information, or initiate payments from a specific set.

Our Client wanted to ensure that their customers were presented with a seamless experience that matched the quality and functionality they were used to (with biometrics authentication being a key example). They also needed to ensure that these customer journeys leveraged a segregated architecture to prevent the re-use of current bank functionality. For a number of reasons, the Client's programme to satisfy this regulation had fallen behind and was now in danger of missing the key CMA/Open Banking deadlines.

As a result, Icon was charged with rapidly designing and developing new and state-of-the-art architecture that, from a customer perspective, offered no discernible differences between the user journeys.

Why Icon Solutions?

Due to our reputation for best-in-class integration and solution architecture, Icon was selected to accelerate the programme mobilisation, architecture and delivery on the mobile platform. This was reinforced by our proven reputation for project and programme delivery against regulatory deadlines, especially within the fields of Open Banking and Digital Transformation.

Our Approach

Icon needed to design a solution that leveraged public / private cloud platforms, along with new authentication and access management technology. The solution also needed to call out to various internal (on-premise) back office applications within the bank.

Within a timeframe of seven months, the team:

- Agreed a set of fundamental principles up-front to ensure the success of the initiative, including architecture principles, delivery principles and reference architectures and patterns

- Created a programme mobilisation and agile implementation process to support delivery (organisation, methods and tools)

- Adopted leadership positions (Scrum Master, Lead Architects) to fast-track delivery and co-ordinate hybrid teams (on-shore and off-shore)

- Set up re-usable design patterns and software best practices to accelerate delivery, as well as ensure a robust and maintainable service

- Provided subject matter expertise within mobile development (iOS / Android), cloud (AWS) and authentication tools (e.g. Identity and Access Management)

→ | **OUTCOME**

Icon Solutions set the Client's programme back on the path to meeting the key deadlines. This was despite the numerous challenges of a new innovative design, within unstable environments, that had multiple dependencies. As a result of our efforts, the bank is now confident that customers will now be receive a high quality and consistent experience throughout any element of the App-to-App programme.

In marked contrast to late deliveries of Open Banking projects across the Financial Services sector, this programme will enable the bank's customers to use innovative mobile technology sooner than other UK banks. As a reflection of its success, the platform is now being extended to a wider PSD2 scope across the Client's organisation.

DISCOVER HOW ICON CAN HELP WITH YOUR JOURNEY TO OPEN BANKING

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