



## Case Study

# National Bank of Bahrain Transforms its Treasury Operations

National Bank of Bahrain grows its treasury operations with enhanced trading capabilities from Fusion Kondor



//

*Finastra has played a key role in expanding our service offerings and enhancing the internal tools supporting our core trading activities, which is helping us to realize our ambitious plan to expand our treasury operations."*

**Jaffar Hussain**

Head of Liquidity and Market Risk, National Bank of Bahrain

## About National Bank of Bahrain:



27 branches  
and 100 ATMs



**Paving the way for innovation**  
and convenience for local and regional customers



**USD 8.4 billion** total  
assets as of 2019



**BHD 42.48 million**  
contributed to social welfare initiatives

[www.nbbonline.com](http://www.nbbonline.com)



**Jaffar Hussain**  
Head of Liquidity and Market Risk



**Maha Al Mahmood**  
Head of Treasury  
Customer Service Sales  
Flow Business



Fusion Kondor



Fusion Advance

# The Challenge

## Powering commercial growth

To help Bahraini businesses thrive, National Bank of Bahrain launches an ambitious plan to expand its treasury activities

After successfully establishing the largest customer base for retail banking in its domestic market, National Bank of Bahrain set its sights on enhancing and expanding its treasury operations—a move that would enable the bank to play an even bigger role in the economic growth of the region.

Maha Al Mahmood, Head of Treasury Customer Service Sales Flow Business at National Bank of Bahrain, comments: “To ensure that we always deliver the same excellent level of service for businesses as we do for our retail customers, we launched a digital transformation project to strengthen the core systems and processes that support our capital markets operations.”

Through its digital transformation initiative, National Bank of Bahrain aims to enable higher levels of automation to improve operational efficiency and extend its offering with innovative products.

Jaffar Hussain, Head of Liquidity and Market Risk at National Bank of Bahrain, adds: “For our ambitious project to succeed, we needed a robust and flexible end-to-end trading solution.

We knew that by automating the majority of our trading operations, including price calculations, trader activity monitoring and risk management, we could provide our customers with ultra-responsive services while also achieving significant efficiency savings.”



Video: National Bank of Bahrain transforms treasury operations

The challenge	The solution	Delivery journey	The result
---------------	--------------	------------------	------------

The Solution

Trading up

National Bank of Bahrain enhances treasury by upgrading to the latest version of Fusion Kondor

Having used Fusion Kondor to support its trading activities for many years, National Bank of Bahrain decided to upgrade to the latest version of the solution to unlock new opportunities for growth.

“Fusion Kondor has been a global player in treasury systems,” continues Jaffar Hussain. “We have used the Finastra solution to support our trading operations for some time and knew that we could rely on the solution to deliver the same level of reliability and flexibility while also giving us new cutting-edge capabilities. Moving to the latest version of Fusion Kondor also provided a clear, simple implementation path and would easily integrate with our existing systems.”

National Bank of Bahrain recognized that the latest version of Fusion Kondor would enable it to independently evaluate all pricing and trading decisions in real time. In turn, this would help the bank to strengthen risk management for its trading operations.

Maha Al Mahmood says: “We wanted to ensure that our digital transformation project would deliver long-term value for our treasury operations and knew that Fusion Kondor and our wider partnership with Finastra would help us to drive continuous innovation. Being able to adapt quickly and accurately is essential to banking, and Finastra solutions help us to rapidly evolve our operations and services.”

//

*We wanted to ensure that our digital transformation project would deliver long-term value for our treasury operations and knew that Fusion Kondor and our wider partnership with Finastra would help us to drive continuous innovation.”*

Maha Al Mahmood

Head of Treasury Customer Service Sales Flow  
Business, National Bank of Bahrain

The challenge	The solution	Delivery journey	The result
---------------	--------------	------------------	------------



//

***Finastra aren't just providing a product but also a service—and this full solution is essential. On an ongoing basis they are looking at new technologies, new ways of improving the system, which plays an important role in future developments."***

**Maha Al Mahmood**

Head of Treasury Customer Service Sales  
Flow Business, National Bank of Bahrain

## Delivery Journey

### Smooth implementation

To ensure a seamless, timely upgrade, National Bank of Bahrain followed Finastra's Fusion Advance implementation methodology

With support from Finastra Services, National Bank of Bahrain upgraded to the latest version of Fusion Kondor in under nine months.

"Our teams collaborated closely with Finastra's Services team throughout the project, which helped us to avoid unnecessary delays and enabled us to meet our implementation targets," comments Jaffar Hussain.

Taking the Fusion Advance approach, Finastra started the implementation with a series of workshops in which National Bank of Bahrain worked with the Finastra team to design two new trading applications including a Market Conformity Module and Market Limit System.

After the design phase, the bank worked with Finastra to outline the technical specifications for the upgrade and configured new modules in Fusion Kondor.

To ensure that the new Finastra solution was optimized for the bank's specific operational requirements, Finastra and National Bank of Bahrain performed rigorous testing of each module based on pre-defined uses cases. Following this initial testing phase, Finastra offered training for traders at National Bank of Bahrain before beginning detailed user-acceptance testing.

Impressed with the support and expertise of the Finastra Services team during the upgrade, National Bank of Bahrain drew up plans to work with Finastra to deploy an interface for real time market data for its traders.

Maha Al Mahmood comments: "Finastra aren't just providing a product but also a service—and this full solution is essential. On an ongoing basis they are looking at new technologies, new ways of improving the system, which plays an important role in future developments."





## The Result

# New chapter for National Bank of Bahrain

### National Bank of Bahrain reaps the rewards of an ultra-efficient, future-proof trading solution

By stepping up its trading activities with Fusion Kondor, National Bank of Bahrain will significantly improve operational efficiency and risk management. Today, the bank is better equipped to explore new avenues for product development.

Jaffar Hussain says: “Upgrading to Fusion Kondor has opened up the capital markets sector for National Bank of Bahrain and is helping us to expand our market share in this arena. Ultimately, this will help us to provide more innovative banking services that will help businesses to drive economic growth and infrastructural development in Bahrain.”

Maha Al Mahmood adds: “Fusion Kondor will improve the efficiency of our trading and treasury operations.

We will be able to settle and process payments faster, react more quickly to market changes, and run daily operations more effectively. What’s more, Fusion Kondor will also help us to strengthen our risk-management capabilities, which will increase our resiliency in the event of unexpected market changes.”

With the latest version of the solution now in place, National Bank of Bahrain can explore opportunities to enhance its products and services leveraging the solutions open APIs. This will help the bank drive innovation in the sector that can keep pace with changing market conditions and evolving and regulatory requirements.

Jaffar Hussain concludes: Finastra has played a key role in expanding our service offerings and enhancing the internal tools supporting our core trading activities, which is helping us to realize our ambitious plan to expand our treasury operations. We look forward to continuing our work with Finastra to build the bank of the future.”



[openvoice@finastra.com](mailto:openvoice@finastra.com)

#### About Finastra

Finastra is building an open platform that accelerates collaboration and innovation in financial services, creating better experiences for people, businesses and communities. Supported by the broadest and deepest portfolio of financial services software, Finastra delivers this vitally important technology to financial institutions of all sizes across the globe, including 90 of the world's top100 banks. Our open architecture approach brings together a number of partners and innovators. Together we are leading the way in which applications are written, deployed and consumed in financial services to evolve with the changing needs of customers. Learn more at [finastra.com](https://finastra.com)

Finastra and the Finastra 'ribbon' mark are trademarks of the Finastra group companies.  
© 2020 Finastra. All rights reserved.

GL 3002 / 0720

#### Corporate Headquarters

4 Kingdom Street  
Paddington  
London W2 6BD  
United Kingdom  
T: +44 20 3320 5000

