

## CASE STUDY

# IBQ Embraces Electronic Payments and Increases STP Rate to Over 99%



Even as transaction volumes have expanded we have increased payment STP by more than 20%, thanks to the high degree of automation.”

**Jennifer Heffernan**  
Head of Operations,  
International Bank of Qatar (ibq)

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## At a Glance

### Products

- Fusion Payment Manager



Since introducing Fusion Payment Manager, we have increased the STP rate for payments in Euros to more than 99%.”

### Jennifer Heffernan

Head of Operations, International Bank of Qatar (ibq)

### About International Bank of Qatar

International Bank of Qatar (IBQ) offers a full range of products and services across retail, private and corporate banking divisions. Operating in Qatar since 1956, ibq manages a growing network of branches and ATMs in strategic locations across the county.

### The Challenge

As ibq looked to win more customers with an expanded range of banking services, enabled through its online banking channels and electronic payments, increased demand was threatening to outstrip the bank’s capacity. How could ibq process growing transaction volumes quickly and accurately, while satisfying regulatory requirements and client service level agreements (SLAs) and reducing operating costs?

### The Solution

ibq centralized payment information and processing with Fusion Payment Manager, going live with a payment hub that standardizes end-to-end payment workflows and eliminates manual processes. With the Finastra solution, the bank has streamlined processing for high- and low-care payments, with total transparency across workflows to reduce operational costs, enhance client service and grow the business.

### The Result

Thanks to the high degree of automation delivered by Fusion Payment Manager, the bank has been able to grow transaction volumes by 10% year on year. ibq has increased its straight-through processing (STP) rate for payments in Euros to more than 99%, reducing the need for time-consuming and costly rework. The bank can process higher volumes of payments quickly and reliably, while ensuring full compliance with regulatory requirements and client SLAs, helping keep the bank and its customers profitable.

[ibq.com.qa](http://ibq.com.qa)



With Fusion Payment Manager, we benefit from a single source of highly accurate data, which reduces error rates.”

**Georges Hobeika**

Head of IT and Applications, International Bank of Qatar (IBQ)

## IBQ has unified payments and messaging operations on a single platform, increasing the speed, efficiency and accuracy of payments processing

### The Challenge

As competition heats up in Qatar’s banking industry, ibq must focus on delivering first-class customer service to stand out from the crowd.

With the advent of a national, real-time payments infrastructure, e-banking services, including electronic payments, have been increasingly in demand.

Georges Hobeika, Head of IT and Applications at ibq, states:

“Online banking has proven to be a big hit with customers—since introducing these new services we have seen a huge increase in transaction volumes, which are growing by 10% year-on-year.

“This growth has been excellent for the bank, but it also introduced new pressures. As we initiate more payments via new channels, we need to be able to guarantee fast response times and reliable reconciliation. Delays or errors could lead to frustration and potentially cause customers to take their business elsewhere. We must also comply with regulatory requirements, such as those set out by QATCH—the Qatar Central Bank clearing service.”

Jennifer Heffernan, Head of Operations at ibq, adds: “We keep a tight rein on operating expenses. At the rate we were growing, manual processing workload would have put significant pressure on margins, as well as increased our operational risk.

“It became clear that finding a more efficient way to process inbound and outbound payments would help us to serve customers better and increase profitability.”

### The Solution

As part of a wider core banking upgrade, ibq decided to modernize its payments environment, introducing a payment hub to centralize payments and messaging across client channels and multiple back-office systems in use at ibq.

The bank selected Fusion Payment Manager as the strategic platform for its transformation programme.

Georges Hobeika comments:

“Our partnership with Finastra stretches back more than a decade—we have built up a lot of in-house expertise with Finastra solutions and have developed a great relationship with the Finastra team over the years.

“We have always found Finastra solutions to be well integrated and it made sense to continue with the Fusion platform to enhance our core solutions.”

In partnership with Finastra, ibq implemented Fusion Payment Manager over a period of nine months.

The solution has been seamlessly integrated with existing systems in use at the bank to ensure high levels of efficiency and control.

### Award-Winning and Accurate

With Fusion Payment Manager, ibq has standardized payment flows and increased STP, helping the bank process payments efficiently and accurately.

Jennifer Heffernan says:

“Since introducing Fusion Payment Manager, we have increased the STP rate for payments in Euros to more than 99%.”

ibq’s commitment to executing payments efficiently has been met with recognition by its own clients, with the bank winning the Commerzbank “Straight Through Processing (STP)” award for the fourth year running in 2014.

In addition, Fusion Payment Manager has brought a new level of accuracy to payments processing at ibq, reducing error rates and the risk of operational losses.

Georges Hobeika remarks:

“Previously, relying on manual processes introduced a degree of error and risk to payments operations. With Fusion Payment Manager, we benefit from a single source of highly accurate data, which reduces error rates.”

## Fusion Payment Manager gives ibq the agility it needs to make the most of growth opportunities, without sacrificing quality of service or profitability



With Fusion Payment Manager we can process higher volumes of payments faster and at lower cost.”

### Georges Hobeika

Head of IT and Applications, International Bank of Qatar (ibq)

### Meeting Regulatory Requirements

Importantly, Fusion Payment Manager provides ibq with an effective way of satisfying QATCH requirements, as Georges Hobeika explains:

“Within the QATCH clearing system, any single transaction totalling less than 250,000 Qatari Riyals must be sent through a specific payments gateway and must be completed within a limited clearing window.”

Jennifer Heffernan adds: “In 2014, we performed over 300,000 credit transactions through QATCH. Most of that processing is concentrated around the beginning and end of each month, creating a huge spike in workload. Simply put, I don’t believe that we would be able to handle this kind of volume without Fusion Payment Manager—it has made the process very streamlined.

“Thanks to the Finastra solution, we can automatically route these transactions, ensuring that they are settled accurately and on time. Fusion Payment Manager saves us a considerable amount of effort and resources, and helps us ensure that payments are processed on time, every time.”

### Higher Capacity, Lower Costs

By streamlining payments and messaging operations on a single platform, ibq has increased processing efficiency while keeping tight control over costs. As a result, the Bank has been able to keep pace with strong business growth, without sacrificing quality of service or profitability.

Georges Hobeika states: “With Fusion Payment Manager we can process higher volumes of payments faster and at lower cost.

He concludes: “Volume growth is no longer a concern for us. Finastra solutions give us confidence that we can keep up with whatever the future holds, so we can focus on delivering excellent payment services and running an even bigger and better bank for our clients.”

### About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today – spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location – from global financial institutions, to community banks and credit unions. Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 48 of the world’s top 50 banks use Finastra technology. Please visit [finastra.com](https://finastra.com)

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