Financial Services

Case Studies

Emirates NBD

UAE

ABOUT EMIRATES NBD

Emirates NBD is one of the largest banking groups in the Middle East by assets, formed in 2007 from the merger of the National Bank of Dubai and Emirates Bank International. The bank sought to upgrade its Informatica infrastructure, moving from Windows to Unix and optimizing integration.

CHALLENGE

Converting numerous scripts from Windows to Unix, complex server and job interdependencies, user complaints about slow integration, and Sybase and SQL Server compatibility on Unix.



Informatica Upgrade and Migration

Six-Pillar Delivery Across Platform Migration, Performance & Enablement

Emirates NBD

01

Windows to Unix

Transitioned the Informatica server from Windows to Unix without disrupting operations

02

Script Conversion

Converted all existing scripts to shell scripting for full Unix compatibility

03

Dependency Management

Streamlined and resolved server and job interdependencies post-migration

04

Performance Optimization

Analyzed integration processes and removed performance bottlenecks

05

Database Connectivity

Configured robust Sybase and SQL Server connections on Unix

06

Knowledge Transfer

Delivered a full user guide plus best practices for development and maintenance

- Unix Migration Done
- Faster Integration
- Zero Disruption
- Self-Sufficient Team

CIB

Egypt

ABOUT CIB

CIB is Egypt's leading private sector bank, serving over 500,000 clients with more than 6,000 employees, offering a wide range of financial products to businesses, institutions and high-net-worth individuals. CIB sought qualified resources to run its DWH, Informatica and SAP BO work.

CHALLENGE

Understanding new data warehouse, data integration and BI requirements, and aligning multiple data sources and exchange techniques with operational needs.



DWH, Informatica Integration & SAP BO Development

Six-Pillar Delivery Across Managed DWH, Integration & BI Operations

01

Skilled Resources

Provided certified consultants to cover all DWH, Informatica and SAP BO work

02

DWH Development

Developed and managed CIB's enterprise data warehouse end to end

03

Informatica Operations

Handled all Informatica PowerCenter development and operational tasks

04

SAP BO Reporting

Implemented SAP BusinessObjects reporting and analytics solutions

05

Source Alignment

Aligned multiple data sources and exchange techniques with operational needs

06

Data Quality

Streamlined operations and improved data quality for reliable decisions

- Managed DWH
- Faster Reporting
- Higher Data Quality
- Streamlined Ops

ADIB

Egypt

ABOUT ADIB

ADIB is an Islamic bank based in Abu Dhabi, established in 1997, operating under Islamic Shari'a principles and offering financial services across the region. ADIB Egypt needed to upgrade SAP BusinessObjects to XI R4.1 SP6 and streamline reporting and access management.

CHALLENGE

Migrating 15,000 reports from BO3 to BO4, integrating MS Active Directory on Windows, deploying the web application on Tomcat, and coordinating 300 business users.



SAP BusinessObjects XI R4.1 SP6 Upgrade

Six-Pillar Delivery Across Upgrade, Report Migration & Access Management

01

Platform Upgrade

Seamlessly upgraded the system to SAP BO XI R4.1 SP6

02

15,000 Reports Moved

Migrated all existing reports from BO3 to the upgraded platform

03

Active Directory

Integrated MS AD for streamlined, centralized access management

04

Tomcat Deployment

Deployed the application on Tomcat for optimized performance

05

Legacy Issue Fixes

Resolved legacy system issues and improved overall performance

06

User Training

Trained ADIB's business and IT teams on the new system features

- 15K Reports Migrated
- 300 Users Onboarded
- Minimal Disruption
- Fully Operational BO

Misr Digital Innovation

Egypt

ABOUT MDI

Misr Digital Innovation is a new banking entity establishing a robust data streaming and big data platform while meeting strict security compliance for central bank approval. MDI needed Confluent Kafka streaming and a Cloudera CDP big data environment across production and DR.

CHALLENGE

Strict security compliance for central bank approval, vague capacity planning inputs from undefined requirements, and limited infrastructure support due to parallel vendor projects.



Building a Data Streaming Platform

Six-Pillar Delivery Across Confluent Kafka, Cloudera CDP & Security

MISR DIGITAL INNOVATION

01

Prerequisites

Implemented and validated prerequisites with minimal reliance on MDI's infrastructure team

02

Security Protocols

Applied KTS/KMS encryption, TLS, Kerberos, AD integration and Knox central login

03

Capacity Planning

Gathered input from integration, DWH and infrastructure teams to size clusters

04

DR Cluster Linking

Adapted the plan to use Confluent 7.1.2 cluster linking for DR replication

05

Health Checks

Conducted health checks across development and SIT environments

06

Platform Training

Delivered comprehensive training on Confluent and Cloudera services

Kafka & CDP Live | **Compliance-Ready** | **Zero Deviations** | **Trained Teams**

Mashreq Bank

UAE

ABOUT MASHREQ

Mashreq Bank is one of the UAE's leading financial institutions, renowned for innovative banking solutions and a focus on operational efficiency. Mashreq aimed to implement real-time data streaming to improve efficiency and support advanced analytics with real-time insights.

CHALLENGE

Integrating the streaming platform with existing infrastructure, removing processing bottlenecks for real-time analytics, training internal teams, and building custom streaming applications.



Real-Time Data Streaming Implementation

Six-Pillar Delivery Across Confluent Platform, Integration & Analytics

01

Platform Setup

Set up and configured Confluent brokers and stream processing infrastructure

02

System Integration

Integrated Confluent with existing data systems for smooth data flow

03

Custom Applications

Built streaming applications tailored to the bank's specific use cases

04

Rigorous Testing

Ran comprehensive testing to guarantee reliability and performance

05

Bottleneck Removal

Optimized the data infrastructure for peak real-time analytics performance

06

Team Enablement

Trained the data management team to maintain and scale the platform

Real-Time Insights | **Advanced Analytics** | **Peak Performance** | **Enabled Teams**

FAB Misr

Egypt

ABOUT FAB MISR

FAB Misr is a prominent banking institution in Egypt focused on data accuracy, compliance and efficient handling of its data assets. The bank aimed to implement a comprehensive data governance framework to improve accuracy and comply with industry standards.

CHALLENGE

Establishing a structured governance approach, ensuring accuracy across large data volumes, meeting compliance standards, and fostering a data stewardship culture.



Enterprise Data Catalog & Data Quality Deployment

Six-Pillar Delivery Across Data Governance, Cataloging & Stewardship

01

Stakeholder Workshops

Ran workshops with FAB Misr stakeholders to gather governance requirements

02

Data Catalog (Phase 1)

Deployed Informatica EDC to centralize data discovery and management

03

Data Visibility

Gave a comprehensive view of data assets for better visibility and control

04

Data Quality (Phase 2)

Implemented Informatica Data Quality for accuracy and consistency

05

Compliance Alignment

Aligned governance with industry standards to mitigate data risk

06

Stewardship Culture

Trained teams to build a lasting culture of data stewardship

Central Data Catalog | **Higher Data Accuracy** | **Standards Compliance** | **Stewardship Culture**

FAB Misr

Egypt

ABOUT FAB MISR

FAB Misr is a prominent banking institution in Egypt focused on data accuracy, compliance and efficient handling of its data assets. The bank sought to modernize its data management by migrating from unsupported Oracle Data Integrator to Informatica PowerCenter.

CHALLENGE

Replacing unsupported ODI, preserving critical workflows with minimal disruption, redesigning ETL jobs for PowerCenter, and transferring knowledge to the internal team.



Migration of DWH ETL Jobs from ODI to Informatica

Six-Pillar Delivery Across ETL Assessment, Redesign & Continuity

01

ETL Assessment

Assessed existing ETL workflows and identified key migration requirements

02

Process Redesign

Redesigned ETL processes for compatibility with Informatica PowerCenter

03

Performance Tuning

Optimized jobs for improved performance and reliability on the new platform

04

Controlled Migration

Executed the migration with a focus on minimal disruption

05

Business Continuity

Kept critical data processes running throughout the transition

06

Training & Support

Delivered training and ongoing support for efficient PowerCenter use

ODI Retired | **Reliable DWH Ops** | **Scalable ETL** | **Empowered Team**

Banque Misr

Egypt

ABOUT BANQUE MISR

Banque Misr is a leading Egyptian bank committed to high-quality banking services, prioritizing data accuracy, protection and adherence to industry regulations. The bank set out to implement robust data governance protocols, starting with the customer data domain.

CHALLENGE

Ensuring accuracy and protection of customer data, aligning governance practices with industry regulations, and establishing a framework that scales across the bank.



Implementation of Data Governance Protocols

Six-Pillar Delivery Across Assessment, Policy & Scalable Governance

01

Practice Assessment

Conducted a detailed assessment of existing data governance practices

02

Policies & Procedures

Developed and implemented tailored data governance policies and procedures

03

Customer Data Focus

Started with customer data to demonstrate the value of governance

04

Data Protection

Enhanced accuracy and protection of sensitive customer data

05

Team Enablement

Trained and supported the data management team on implementation

06

Scalable Framework

Designed a framework ready for rollout across other data domains

Protected Data | **Regulatory Alignment** | **Governance Policies** | **Scalable Model**

iScore

Egypt

ABOUT ISCORE

The Egyptian Credit Bureau (iScore) was established in 2005 under the approval of the Central Bank of Egypt, founded by 25 banks and the MSME Development Agency. iScore aimed to centralize diverse data sources to enable real-time analytics and accurate credit reporting.

CHALLENGE

Managing vast, diverse data from multiple sources, needing a solution that scales with future demand, and achieving real-time analytics for timely credit reporting.



Data Lake Implementation using Cloudera

Six-Pillar Delivery Across Data Centralization, Real-Time Analytics & Scale

01

Cloudera Data Lake

Implementing a Cloudera-based data lake as iScore's central data platform

02

Unified Repository

Centralizing diverse data sources for improved access and management

03

Real-Time Analytics

Enabling real-time analytics for accurate, efficient credit reporting

04

Credit Assessments

Supporting more efficient financial assessments with consolidated data

05

Scalable Design

Designing a flexible architecture that grows with future data demands

06

Future-Proof Platform

Evolving the data infrastructure in step with iScore's business needs

Unified Data Lake | **Real-Time Analytics** | **Accurate Reporting** | **Future-Proof Scale**

Misr Digital Innovation

Egypt

ABOUT MDI

Misr Digital Innovation (MDI) is Egypt's first digital-only bank, delivering secure, modern online banking. MDI needed a secure, scalable data management and disaster recovery environment that met the Central Bank of Egypt's requirements to obtain its licensing.

CHALLENGE

A greenfield setup with no existing infrastructure or procedures, encryption needed at rest and in transit, strict CBE authentication rules, and a demand for high availability.



Disaster Recovery and Data Management

Six-Pillar Delivery Across Secure CDP, Disaster Recovery & Compliance

MISR DIGITAL INNOVATION

01

Greenfield CDP Build

Built a Cloudera Data Platform 7.1.8 environment from scratch

02

Encryption & Kerberos

Secured data at rest and in transit with Kerberos authentication

03

Disaster Recovery

Implemented DR with Cloudera Replication Manager for high availability

04

Process Design

Defined processes and systems with MDI despite unclear initial ownership

05

CBE Compliance

Aligned the environment with Central Bank of Egypt licensing requirements

06

Knowledge Transfer

Enabled MDI teams to operate and manage the platform independently

- Licensing Compliance
- High Availability
- Encrypted Data
- Independent Teams

CIB

Egypt

ABOUT CIB

Commercial International Bank (CIB) is one of Egypt's largest banks and a pioneer of digital banking. CIB needed a scalable, secure Event Streaming Platform to enable real-time processing, reduce latency and support event-driven microservices while ensuring business continuity.

CHALLENGE

No existing streaming platform, strict data-in-motion encryption and access rules, resilient DR needs, four environments to stand up, and integration with core banking systems.



Enterprise-Grade Event Streaming Cluster Deployment

Six-Pillar Delivery Across Confluent Platform, Security & Resilience

01

Four Environments

Deployed Confluent across Development, UAT, Production and DR

02

Full Component Stack

Delivered ZooKeeper, Kafka Brokers, Schema Registry, Connect, ksqlDB and REST Proxy

03

Security & RBAC

Applied SSL/TLS encryption, role-based access and masked sensitive configs

04

DR Replication

Linked Production and DR for seamless failover with minimal disruption

05

Low-Latency Tuning

Optimized for high throughput and low-latency real-time streaming

06

Architecture Integration

Integrated with CIB's architecture for microservices and analytics

Secure Streaming | **Real-Time Processing** | **Resilient DR** | **Faster Decisions**

FAB Misr

Egypt

ABOUT FAB MISR

FAB Misr is a leading bank in Egypt driving innovation and operational efficiency through technology. The bank needed a high-performing data streaming platform to integrate critical systems in real time, modernize data flows and enhance customer service delivery.

CHALLENGE

No real-time streaming across key systems, secure Production-to-DR replication, fast incident resolution for VIP and ATM services, and seamless, low-latency integration at scale.



Real-Time Data Streaming Infrastructure

Six-Pillar Delivery Across Confluent Streaming, DR & Real-Time Monitoring

01

Four Environments

Deployed Confluent across Development, UAT, Production and DR

02

Event Streaming

Built a secure, scalable streaming layer across core banking systems

03

DR Replication

Linked production and DR for seamless replication and failover

04

Real-Time Monitoring

Enabled live monitoring and error detection to resolve ATM issues fast

05

System Integration

Integrated Confluent with existing systems for performance and continuity

06

Knowledge Transfer

Delivered guidance for sustainable in-house platform management

- Real-Time Data Flow
- Resilient DR
- Faster ATM Fixes
- Happier VIP Clients

CIB

Egypt

ABOUT CIB

Commercial International Bank (CIB) is one of Egypt's largest banks and a pioneer of digital banking. CIB aimed to enhance data management by outsourcing DWH, Informatica and SAP BO operations to streamline processes, improve accuracy and build efficient reporting.

CHALLENGE

Integrating technologies new to the region, complex data-intensive operations, strict security for sensitive financial data, and a lack of in-house expertise.



Optimizing Data Operations with Outsourced Solutions

Six-Pillar Delivery Across Managed DWH, Integration & BI Services

01

DWH Management

Owned DWH development and operations for secure, efficient processing

02

PowerCenter Operations

Managed all Informatica tasks and automated data transfer processes

03

SAP BO Management

Ran BusinessObjects for timely, accurate reporting and insights

04

Extraction Optimization

Optimized data extraction and integration for complex workloads

05

Data Security

Protected the security and integrity of sensitive financial data

06

Cost & Time Savings

Freed internal resources to focus on core banking functions

- Efficient Operations
- Better Decisions
- Scalable Services
- Cost Savings

National Bank of Egypt

Egypt

ABOUT NBE

The National Bank of Egypt (NBE), founded in 1898, is Egypt's oldest and largest commercial bank, offering retail, trade finance and corporate banking. NBE needed a dynamic, automated segmentation engine to target customers effectively and improve personalization.

CHALLENGE

Ineffective segmentation and poor personalization, error-prone manual classification, inconsistent data quality, and a very large customer base across many touchpoints.



Automated Customer Segmentation Engine

Six-Pillar Delivery Across Segmentation, Data Quality & Personalization

01

Segmentation Engine

Classified customers by financial status, family relationships and social standing

02

Process Automation

Automated segmentation to replace error-prone manual classification

03

Quality Control Layer

Built-in quality controls minimized data quality issues in segment rules

04

CRM & FlexCube

Integrated with CRM and FlexCube for real-time access to segments

05

Personalized SMS

Enabled tailored notifications for VIP customers and new clients

06

Targeted Campaigns

Sharpened targeting for higher conversion and better outreach

Cheaper Acquisition | **Higher CLV** | **Reduced Churn** | **Better Campaigns**

Misr Digital Innovation

Egypt

ABOUT MDI

Misr Digital Innovation (MDI) was created by Banque Misr in 2020 to build Egypt's first fully digital native bank. MDI aimed to create a robust, secure streaming data foundation for real-time decisions, regulatory compliance and superior digital customer experiences.

CHALLENGE

Large volumes of digital transactions needing real-time and historical analytics, strict CBE compliance, rapid scaling, and high expectations for security and performance.



Streaming Data Management Solution

Six-Pillar Delivery Across Event Streaming, Fraud Detection & Customer 360

MISR DIGITAL INNOVATION

01

Event Streaming

Designed and deployed a real-time platform on Confluent Kafka

02

Real-Time DWH

Built a DWH modernization strategy enabling live analytics

03

Fraud Detection

Developed real-time frameworks to proactively detect fraud

04

Customer 360

Centralized customer data for personalized digital services

05

Policy & Compliance

Enforced internal data policies to meet CBE regulations

06

Unified Integration

Integrated heterogeneous sources and formats into one platform

- Scalable Streaming
- Live Fraud Detection
- CBE Compliance
- Customer 360 View

SIMAH

Saudi Arabia

ABOUT SIMAH

SIMAH is Saudi Arabia's first national credit bureau, founded in 2002 and operational since 2004, aggregating data from over 323 contributors. SIMAH needed to modernize its data infrastructure, remove manual processes and automate secure data exchange with members.

CHALLENGE

A legacy FTS limited to XML and CSV needing manual intervention, high onboarding costs, weak validations, no central monitoring, and limited scalability for growing contributors.



Centralized DWH & Enterprise MFT Implementation

Six-Pillar Delivery Across DWH Modernization, Data Exchange & Quality

01

Centralized DWH

Built a central DWH using Informatica B2B, CDC and PowerCenter

02

Enterprise MFT

Supported XML, XLS, CSV and more with member self-service onboarding

03

Multi-Level Validation

Embedded data quality validations directly into ingestion pipelines

04

Traceability

Centralized monitoring and full traceability of all data submissions

05

Process Automation

Removed manual coding and technical dependency for new transfers

06

Secure Connectivity

Provided a secured FTP framework for reliable uploads and downloads

- Centralized DWH
- Automated Exchange
- Higher Data Quality
- Lower Ops Costs