



*"Sopra Banking Software has helped us to stay ahead of the curve in digital developments, while also remaining fully compliant with the latest in banking regulations. Over the years, they've constantly proved themselves to be a valuable partner in helping us deliver the best products and services to our customers."*

These are fast times, and Belgian bank and insurance company Argenta is accelerating its services to match them. Looking to update its money exchange and purchase services to a new Instant Payment system, which allows transfers to take place in a matter of seconds rather than days, Argenta turned to its trusted partner of more than twenty years, Sopra Banking Software, for a solution.

## Negotiating solutions

There were technical challenges mutualizing a solution for both firms, with the two ultimately opting for a "Managed Service" approach: the Belgian bank folded our Instant Payment software into its own core banking platform on a subscription-style basis. This approach is not only beneficial from a TCO point of view, but it's also proven to increase collaboration between participants.

There were also other stakeholders to consider in the project, with much research and development for the new technology taking place externally in Brussels, and with collaboration of other banks also needed for the project to be fully realized.

The success of the project meant that Argenta became one of the first banks to offer Instant Payments to its customers. The bank now performs as one of the best in class, processing high volumes and automatically handling all outgoing payments encoded with the mobile app as Instant Payments without charging a fee. More than 1 million payments are now successfully treated each month.

## A trusted partner

SBS was the obvious choice for Argenta to help clear these hurdles, given the long-standing

### ABOUT THE CUSTOMER

- Argenta is Belgium's **fifth largest banking institution**
- Founded: **1956**
- Based: **Antwerp, Belgium**
- Offers **retail financial services** for families in the Netherlands, Belgium and Luxembourg

### KEY FACTS ABOUT PROJECT

#### CHALLENGE

To implement Instant Payment system, as well as PSD2 compliance

#### SOLUTION

Sopra Banking Software's Instant Payments and DBEP solutions

### KEY STATS

- **890,348 outgoing Instant Payments** from Argenta accounts in October 2019, and 274.880 payments received
- Average end-to-end response time of our solution **is around 400 milliseconds**
- More than **1 million payments** are now successfully treated each month

relationship between the two – we've also worked with Argenta on two other recent projects, transforming their integrated banking system and providing them with our Digital Banking Engagement Platform (DBEP).

In April 2018, we helped Argenta to transform its core banking system from a highly custom solution to a full standard solution. This was not only a transformation of software, but also a brave transformation of mindset throughout the organization from "adapt" toward "adopt."

And, with our help, Argenta has been fully compliant with the new PSD2 regulation since December 2019. This means Argenta publishes APIs for payment initiation services, account information services and card information services to any registered third-party provider. Sopra Banking Software successfully delivered this "As-a-Service" solution on time, allowing Argenta to be one of the first banks in Belgium to be fully exempted from "Screen Scraping" on the Belgian Market.

## Reliable exchange

There were, of course, challenges along the way. Processing speed was essential for the success of the project, as even the smallest of lags could impact multiple clients, as Argenta experienced in April 2018. But thanks to strong efforts on both sides, the issue was resolved, with the end-to-end response time in our solution reduced to an average of just 400 milliseconds. This meant the Instant Payment service could be fully delivered to Argenta in 2019. In October of that year alone, it was responsible for 890,348 outgoing Instant Payments from Argenta accounts, and the reception to them of 274,880 incoming payments from other financial institutions. We can only see these numbers rising, as Instant Payment becomes a new norm.

## TIMELINE

### April 2018

Argenta concludes a transformation of its core banking system

### March 2019

Argenta becomes one of the first banks to offer Instant Payments to its customers

### December 2019

Argenta becomes fully compliant with new PSD2 regulations



Sopra Banking Software is the partner of choice for more than 1,500 financial institutions worldwide. The rich variety of our solutions, the strength of our conviction and our passion for innovation enable us to support our clients on a daily basis and in their future projects, as well as in their goals regarding financial inclusion. Our customers, based in over 80 countries around the world, benefit every day from our technologies and software, as well as the expertise of our 5,000 employees. Sopra Banking Software is a subsidiary of the Sopra Steria Group, a European leader in consulting, digital services and software development. With more than 46,000 employees, the Sopra Steria Group generated a turnover of €4.43 billion in 2019.

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