



“The KCB Mpesa ‘new and improved’ product has been running on the Sopra Banking Software platform for several months, allowing banks to attract new customers and propose new and better services with high levels of performance.”

Alex Siboe, Head of Digital Financial Services and Mobile Payments for KCB Bank Kenya

Ambition and partnering up

In 2017, KCB Bank Kenya embarked on an ambitious project. The aim was two-fold: to create a new offer that provides mobile money and inclusive financial services, and to improve the existing financial services of co-branded product KCB – Mpesa.

To help, KCB began searching for partnerships that would provide the bank with the digital know-how it needed to set up and roll out its new services. And one of the partners KCB chose was Sopra Banking Software.

KCB chose our platform because it supports strong transactional volumes, improves customer experience and would provide KCB with a springboard from which to develop other digital brands and new innovative financial products.

Overcoming challenges

With such a formidable project, it's no surprise that KCB and its partners encountered challenges along the way. It was vital from the offset to strike a balance between flexibility, the technical challenge linked to the integration of the solution's various components and the associated transactional performance expectations. Furthermore, in order to hit the ground running and get an edge in a highly competitive market, a challenging timeline of just six months from the end of the scoping phase was set.

However, thanks to the extraordinary efforts from both sides of the partnership, and the solutions used, the project not only went off without a hitch, but in the end exceeded all expectations, and gained plenty of plaudits, as you'll see below.

KEY WINS

- Mobile channel increase by 36% from Q3 2018 to Q3 2019
- By Q3 2019, 96% of transactions were performed outside of branches
- +446% total growth in mobile loans advanced within the KCB group in HY 2019, compared to HY 2018
- +36% growth in mobile transactional volume within the KCB group in HY 2019, compared to HY 2018
- Over 4 million new customers enrolled, 17 million loans distributed and 1 million transactions processed every day during the first year since going live

PROJECT IN A NUTSHELL

PROBLEM: To provide customers with mobile money and inclusive financial services, and to improve the existing financial services of co-branded product KCB – Mpesa.

SOLUTION: Sopra Banking Amplitude

KEY FACTS ABOUT KCB

- 200 branches, 367 ATMs and 16,000 agents in East Africa
- HQ in Nairobi, Kenya
- Presence in Uganda, Tanzania, South Sudan, Burundi and Rwanda, and a representative office in Ethiopia

Sopra Banking Software's solution

The solution Sopra Banking Software provided was based on Amplitude, our Core Banking System, which is designed to address all business functions, including customer engagement, account position, full loans and deposits life cycle. It provides a 360-degree customer view, as well as a centralized monitoring and reconciliation process, allowing for an efficient treatment of customer requests and queries contributing to an improved customer experience.

The proof is in the pudding

The results of all the hard work have been staggering. The team built a reliable, highly performing digital platform that has been tested on the market and improved consequently and rapidly thanks to the platform's agility. And the team's effort hasn't gone unnoticed. In 2019, just a few months after the solution went live, KCB won four internationally recognized awards: Winner of Innovation in Banking and Best Regional Bank in East Africa at the African Banker Award 2019, the award for Best Digital Transformation in Online Banking at Global Business Outlook 2019, and the Best Bank in Kenya at Global Finance Awards 2019.

TIMELINE



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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