

# Case STUDY



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## *First Global Bank implements Finuevo Suite for enhanced Digital Banking services*

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### Client

First Global Bank Limited (FGB), is a commercial bank operating in Jamaica and a subsidiary of the GraceKennedy Group. Established in 1970 as The First National Bank of Chicago (Jamaica) Limited, FGB has consistently redefined the banking experience with cutting-edge financial solutions and unparalleled customer service.

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### Challenge

- FGB needed a modern end-to-end banking solution to streamline operations and enhance customer experience. Key challenges included:
- Providing comprehensive digital onboarding and loan origination facilities
  - Integrating a modern Digital and Core Banking platform with an open architecture
  - Reducing operational costs while increasing security and scalability

### Solution

- FGB selected Profile Software's Finuevo Suite, a smart banking solution comprising Finuevo Core and Finuevo Digital, to address these challenges. The solution offers:
- **Digital Onboarding:** Enabling efficient and user-friendly client onboarding processes.
  - **Product Origination:** Automating loan origination, credit checks, instant loan approvals, and credit card origination.
  - **Seamless Integration:** Integrating digital and physical banking channels to enhance customer retention and transform the customer experience.
  - **Modular Architecture:** Allowing rapid deployment of diverse and innovative financial products and services.
  - **Cloud-Based Implementation:** Reducing operational costs and providing scalability and security.

### Contact us



## Results



Implementing Finuevo Suite has delivered significant benefits to FGB:

- **Enhanced Customer Experience:** Real-time system integration has transformed how FGB interacts and transacts with clients, providing a seamless digital banking experience.
- **Operational Efficiency:** Automation of key processes like loan origination and onboarding has streamlined operations, reducing manual intervention and errors.
- **Cost Reduction and Scalability:** Cloud-based implementation has lowered operational costs while providing the flexibility to scale services as needed.
- **Innovation and Competitiveness:** The modular architecture allows FGB to rapidly introduce new financial products and services, maintaining a competitive edge in the market.



Implementing Profile's Finuevo Suite marks a significant milestone in our digital transformation journey. This smart solution enables us to provide our customers with an enhanced digital banking experience, positioning us for sustainable growth and operational excellence.



**Terry-Ann Graver, Chief Operations Officer, FGB**

## About Our Company and Solution

Profile Software is a global provider of market-proven financial software solutions to the Banking and Investment Management industries.

Profile Software's Finuevo Suite is an end-to-end cloud native smart banking platform designed to meet the evolving needs of financial institutions, offering unique flexibility, advanced technology, and comprehensive functionality to enhance operational efficiency and customer satisfaction.