

## Intellect Global Transaction Banking (iGTB) to Digitally Transform Techcombank's End-to-End Transaction Banking Business

*The tenth digital transformation win in 2018, for iGTB's integrated Digital Transaction Banking (DTB) platform, will enable Techcombank to undertake a digital transformation of its Transaction Banking Business, offering Vietnam the first integrated cash and trade customer experience, benefitting clients from SMEs to global corporates*

**London (UK), June 27, 2018:** Intellect Global Transaction Banking (“iGTB”), the transaction banking and technology specialist from Intellect Design Arena Ltd (“Intellect”), has been selected by Techcombank, one of Vietnam's leading private sector banks, as its technology partner to implement a comprehensive Digital Transaction Banking (“DTB”) platform that will support Techcombank's plans to provide the most efficient and highest quality digital solutions for its SME and corporate customers.

With Moody's recent credit rating upgrade of Techcombank placing it in line with the sovereign, and a favourable view of Vietnam's economic growth trends, which build upon Ernst & Young's earlier categorisation of Vietnam as a “rising star economy,” significant growth in transaction banking is expected. Vietnam has received more than USD200 billion of inward investment over the last 25 years (USD71 billion foreign direct investment in 2008 alone), into more than 14,000 projects including those by Canon, Samsung in respect of smartphone manufacturing, and Intel with a USD 1 billion chip plant. To further illustrate this market and sector confidence, two months ago, the largest-ever private equity investment in Vietnam, was made into Techcombank.

**Mr. Son Thanh Phan, Transformation Director – Transaction Banking, at Techcombank commented:** “Global Transaction Services is a key component of Techcombank's ecosystem and value chain strategy where it facilitates financial transaction flows both within and between value chains and ecosystems. Through this transformation, Techcombank will grow customer satisfaction and enhance customers' experience when transacting with the Bank and, thereby, improve customer loyalty.”

**Mr. Son continued,** “Given the importance of this initiative, we have selected Intellect for its ability to deliver integrated solutions. Intellect's products have been created leveraging their deep experience and capabilities in the transaction banking domain, and also their detailed understanding of Techcombank's corporate and SME customer segments.”

**Mr. Son added,** “The implementation of DTB with an option of a self-service digital portal and a bank assisted service will integrate a number of previously separate platforms, giving Techcombank's clients – from SMEs to multinational corporations – a consistent and consolidated view of their working capital funds, payment activities, status of collections and receivables, whilst at the same time helping clients access and monitor all trade and supply chain finance requirements, regardless of in which the jurisdiction they operate.”

**Manish Maakan, CEO of Intellect Global Transaction Banking (iGTB) said:** “We are delighted to be a part of Techcombank’s transformational journey. We believe our UI/UX capability will be a strong differentiator for the bank to acquire new corporates and retain clients, while deepening the wallet share. Notably, DTB will give clients a consistent customer experience across channels with anywhere accessibility with its CBX platform offering on-the-go, one-click efficiency and easy and informed decision making”.

**Mr. Maakan continued,** “The solution will also provide considerable advantages for Techcombank, with back-end processing of transactions, risk management and all reporting centralised, leading to vast improvements in STP rates. Additionally, Techcombank can implement STP between its gateways and local or international payment gateways, as well as host-to-host integration with its clients’ accounting and back-end systems.”

**K. Srinivasan, President, Growth Markets, Intellect Design Arena said:** “This is a key strategic step for Intellect – the first end-to-end Digital Transaction Banking (DTB) business deal in Vietnam – signed with the number one private sector bank in the country. Building on our regional presence in Singapore, Malaysia, Indonesia, Thailand, and other growth market countries like India, Middle East and Africa, this is a statement of our wider ambitions across the region. We are committed to playing an ongoing role in Techcombank’s digital journey.”

**Frank Ng, Initiative Director – Transaction Banking, Techcombank** adds: "This will help us launch industry-specific solutions and streamlined new products and services faster with the new intuitive UI/UX across channels, helping our clients achieve their business goals. Our local knowledge and extensive branch network coupled with this new technology investment will help us differentiate our offerings to closely match our clients’ needs and help them reach their business objectives.”

**About Intellect Design Arena Ltd:**

Intellect Design Arena Ltd, a specialist in applying true digital technologies, is the world's first full spectrum Banking and Insurance technology products company, across Global Consumer Banking (iGCB), Central Banking, Global Transaction Banking (iGTB), Risk, Treasury and Markets (iRTM), and Insurance (Intellect SEEC). With over 25 years of deep domain expertise, Intellect is the brand that progressive financial institutions rely on for digital transformation initiatives.

Intellect pioneered Design Thinking for cutting-edge products and solutions for Banking and Insurance, with design being the company's key differentiator in enabling digital transformation. FT8012, the world's first design centre for Financial Technology, reflects Intellect's commitment to continuous and impactful innovation to address the growing need for digital transformation. Intellect generates annual revenues of more than US\$124 million, serving more than 200 customers through offices in 40+ countries and with a diverse workforce of more than 4,000 solution architects, domain and technology experts in major global financial hubs around the world. For further information on the organization and its solutions, please visit [intellectdesign.com](http://intellectdesign.com). For information on the solutions for global transaction banking, please visit [igtb.com](http://igtb.com).

For further information, please contact:

**For UK and Americas:**

Zoe Fowke  
Intellect Design Arena Limited  
+44 0207 5161353  
[zoe.fowke@intellectdesign.com](mailto:zoe.fowke@intellectdesign.com)

**For India, MEA, APAC**

Nachu Nagappan  
Intellect Design Arena Ltd  
+91 89396 19676  
[nachu.nagappan@intellectdesign.com](mailto:nachu.nagappan@intellectdesign.com)

**About Techcombank:**

Established in 1993, Techcombank is one of the largest joint-stock banks in Vietnam, and one of the leading banks in Asia. It provides a broad range of banking products and services to more than 5.4 million customers in Vietnam with an extensive network of 315 branches/transaction offices across Vietnam. In 2017, Techcombank achieved a total operating income of VND16.3 trillion and profit before tax of more than VND8 trillion (USD720 million and USD354 million, respectively using a VND/USD exchange rate of 22,698 as at December 31, 2017). Techcombank had industry leading profitability in 2017 with return on average equity of 23.84% and return on average assets of 2.09% (both calculated on a monthly basis and excluding one-offs).

Techcombank has implemented a "customer-centric" business model in parallel with deploying their ecosystem approach through partnering with anchor corporate clients that are industry leaders in real estate, airlines, tourism, energy and telecommunications, among others. Its tailored products and market-leading quality of service allows Techcombank to capture a high-quality retail customer base of affluent and mass-affluent Vietnamese which delivers the highest risk-adjusted returns. Additionally, Techcombank places emphasis on developing cooperative partnerships to diversify its income stream, allowing it to achieve the highest non-interest income ratio among all joint-stock banks in Vietnam in 2017 of 45%. Techcombank is also at the forefront of leveraging technology as a key enabler to deliver

industry-leading services to its customers, and the ratio of customers using its e-banking service increased by 5.3 times in the last two years.

For further information, please contact:

**Techcombank – Public Relations**

Cuong Viet Pham

+84 24 3944 6368 - 2322

[Cuongpv3@techcombank.com.vn](mailto:Cuongpv3@techcombank.com.vn)

**Artemis Associates**

Diana Footitt

+852 2861 3488

[Diana.footitt@artemisassociates.com](mailto:Diana.footitt@artemisassociates.com)