# Mindtree
*Welcome to possible*

# Leading global bank on road to API enablement

## Client
A leading global bank

## Industry
Banking and financial services

## Offering
API Enablement

## Overview
Our client, a leading global bank based in New York sought to evaluate the extent to which APIs could enhance product quality and improve service levels for its worldwide clients.

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## Business challenge:

A leading global bank based in New York sought to evaluate the extent to which APIs could enhance product quality and improve service levels for its worldwide clients.

Internally, the bank anticipates that APIs would enable seamless information exchange within the bank, making it feasible to create a universal customer profile. At present, customer information within the bank is spread across multiple line- of-business solutions and reliant upon multiple file and messaging formats, making it difficult for CSRs and clients to access frequently-needed information with the necessary speed and ease-of-use.

Externally, the bank seeks easier onboarding of customers from third-party platforms; smoother integration with third-party providers of KYC/AML solutions; and expanded digital distribution of financial services through marketing and distribution partners.

## Our solution:

The bank turned to Mindtree to undertake a global review of its products, services, technology and architecture, resulting in a comprehensive list of existing operational challenges and business growth opportunities. From this analysis that Mindtree presented, several high-value candidates for API enablement were identified as having the greatest potential for profit enhancement.

Each of the candidates for API enablement were validated and ranked through a workshop organized by Mindtree that involved representatives from the lines of business involved, as well as from technology and operations personnel. The ensuing focus group discussions resulted in a broad consensus on the highest priorities.

The results of these discussions were compiled into a written recommendation for how the bank can proceed with a phased approach toward API enablement by following a multi-year roadmap.

## Business impact:

The bank has undertaken an API enablement strategy that will enhance its digital business models through the proliferation of internal APIs; enable value-added services by exposing APIs externally to partners; and improve client engagement by co-creating apps with strategic stakeholders.