silverlake
SYMMETRY AT WORK



MODERNISING BANK ISLAM: AGILE ON MY MIND

Bank Islam Malaysia has laid the groundwork for a digital bank proposition back in 2018 under its bank-wide transformation programme – "CODE21". With an extensive network of 144 branches and 900 self-service terminals nationwide, it is gearing up to be the leading digital bank of choice.

According to Mohd Muazzam Mohamed, Chief Executive Officer of Bank Islam, "we are not just digitalising our customer engagement platform, we are also doing it internally. With the benefit of agility, we can focus on better features for our customers, aim at driving literacy and helping them achieve their life goals."

The institution was the first bank in Malaysia to deploy mobile onboarding including on-the-spot debit card issuance by appointment. Bank Islam is leveraging on next-generation technologies through the bank's new division, Centre of Digital Experience (CDX).

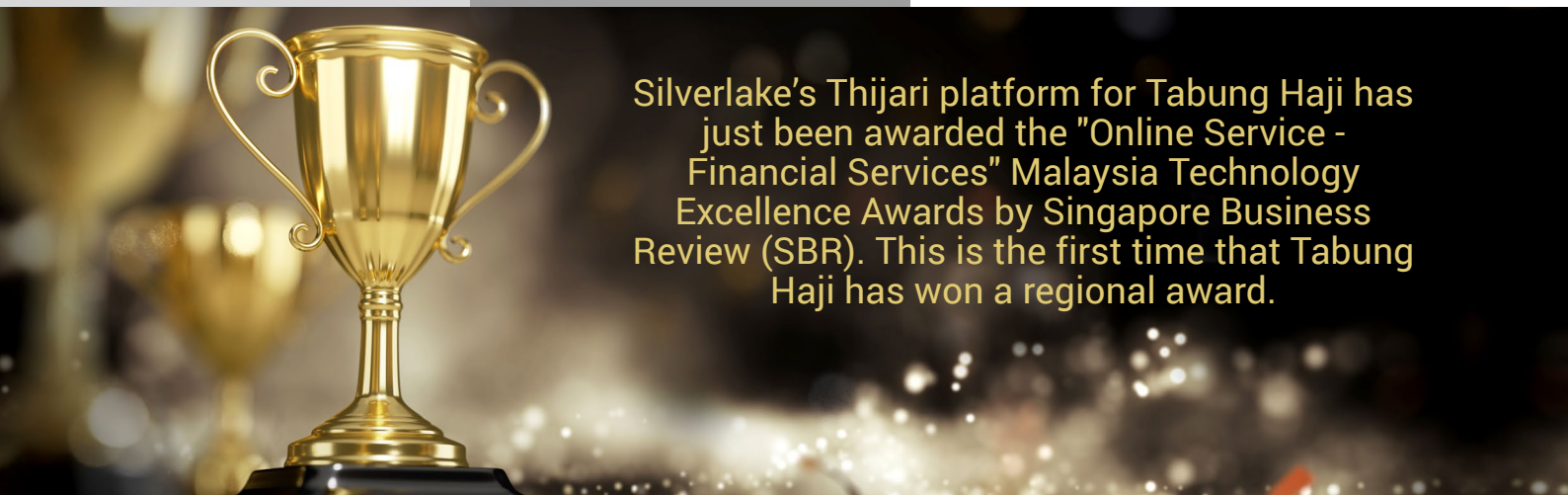
> **"The pandemic has changed the landscape on how we operate as a business. It has certainly accelerated the process of digitalising the bank programme."**
>
> *- Mohd Muazzam Mohamed, Chief Executive Officer, Bank Islam Malaysia*

Mr. Muazzam believes that banks need to provide a more holistic solution in the new normal through a digital-first strategy, imparting financial literacy and understanding the changing employment market.

Silverlake's STB Core Banking is used by Bank Islam to provide a stable, secure, tested and proven interface with any digital technology.

"Bank Islam has remained agile throughout the pandemic. It has been a blessing in disguise as customers are now more familiar with digital banking facilities. We now want to put in more effort to heighten cybersecurity, enhance resilience management and to provide customers with a piece of mind when they transact digitally with us," said Mr. Muazzam."

Silverlake's STB Core Banking has been able to help many banks transform and achieve your digital goals. Our solution's agility combined with our experience, expertise and execution makes us a strong partner in any bank's digital transformation journey.



Silverlake's Thijari platform for Tabung Haji has just been awarded the "Online Service - Financial Services" Malaysia Technology Excellence Awards by Singapore Business Review (SBR). This is the first time that Tabung Haji has won a regional award.

Taking it to the bank:

Silverlake Axis' **profit after tax rose 51 per cent to RM38.7 million** (S$12.56 million) for the third quarter ended March 31. It has successfully secured contracts from 26 existing customers valued at RM60 million.

26 existing customer

50%

RM60 million



Premier Bank takes up Symmetri

Premier Bank service first



Bangladesh's Premier Bank will be implementing Silverlake Symmetri OmniCard Card Management Solution (CMS) Suite with Visa, MasterCard and China UnionPay. The bank recently signed a memorandum of understanding with I-Clique Solutions Limited, who will provide local support for solution.

Premier Bank Managing Director Golam Awlia and I-Clique Solutions managing director Mohammad Salahuddin signed the agreement on behalf of their respective organisations.

Premier Bank DMD and Head of GSD Syed Nowsher Ali, DMD and CFO Sayed Abul Hashem, DMD and COO Sami Karim, card project consultant Omar Faruque Bhuiyan and I-Clique Chairman Maruf Alam was present at the programme among others.

Silverlake Symmetri OmniCard is 24/7 multi-card management system that is also a highly automated, parameter-driven card and merchant management system. Providing high levels of flexibility in terms of application structure, product definition and pricing, the solution's scalable technical architecture supports card business strategies and offers a superior customer-centric design.