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Creating apps to simplify complex bank processes

CASE STUDY

Using the WaveMaker platform to build customized apps, one of the US's top banks was able to simplify many complex processes, boost efficiency and increase productivity.

As WaveMaker was used by a financial institution, the platform's security features were put to test.

Our client, a Fortune 500 company, is one of the largest and top banks in the US. It specializes in credit cards, auto loans, banking, and savings accounts. It also ranks high in Fortune's 100 best companies to work for.

It is ranked 10th on the list of largest banks in the United States by assets and prides itself on having more than 700 branches and over 2000 ATMs.

Requirement

Being one of the top credit card issuers, the bank's CIO had a vision for its citizen developers.

The main objective was to use a secured and reliable development platform to create customised apps for its business units.

These apps were meant to simplify processes, make them efficient and easy to use.

For instance, agents looked into multiple systems to determine fraud detection. The workflows and processes for fraud detection were complex and in segregated systems. This not only made it difficult for agents to resolve issues but also took lots of time.

Challenges

Being a bank, it was very particular about security and compliance. Different workloads were categorized in tiers based on the level of security - gold meant the highest level of security and bronze the lowest.

While WaveMaker development was part of the bronze tier, applications developed in WaveMaker were categorized as gold. These applications went through rigorous vulnerability and penetration testing.

The IT department's vetting process was elaborate and strict. Every deployment went through rigorous testing phases. The bank followed continuous integration pipeline and used Jenkins based CI/CD to deploy to their docker-based infra in private cloud.

Moreover, the systems did not have internet connectivity for security reasons. WaveMaker platform needed to be updated and upgraded frequently for security patches and product updates. These VMs ran in AWS cloud environment.

Major challenges included:

- IT clearance
- Security and compliance
- Infrastructure conformance

Solution

WaveMaker, our low-code acceleration platform for enterprises, was installed on bank's AWS private cloud. This matured development platform took care of all the security, compliance and stability needs. All runtime dependencies were provided as a separate package due to the lack of internet at the site.

The need to create customized inhouse apps was fulfilled by WaveMaker. All apps created using WaveMaker underwent vulnerability scanning using Nessus.

They were also rigorously penetration tested. The apps were Personally Identifiable Information (PII) and Payment Card Industry Data Security Standard (PCI DSS) compliant. The apps were also Consumer Financial Protection Bureau (CFPB) regulated.

App penetration testing and vulnerability detection including sql injection, cross site request forgery, and cross site scripting were also performed. The application delivery followed an agile process.

The customized apps built using WaveMaker simplified complex processes, boosted efficiency and productivity.

WaveMaker platform's biggest advantage of being a learned and secured platform from its multiple customers got passed on to this bank.

Major benefits included:

- Usage of a learned and secure development platform - WaveMaker
- Apps created using WaveMaker which were CFBP regulated, PII and PCI DSS compliant, and penetration tested
- Deployment in private cloud with customer's own CI/CD process
- Almost 500-600 in-house agents using these apps

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WaveMaker is the most open, extensible and flexible low-code platform that complements your enterprise application delivery while keeping in mind the requirements of Software Developers, Citizen Developers/ Business Users, IT Architects and CIOs.

Start a 30-day free trial today at www.wavemaker.com/get-started