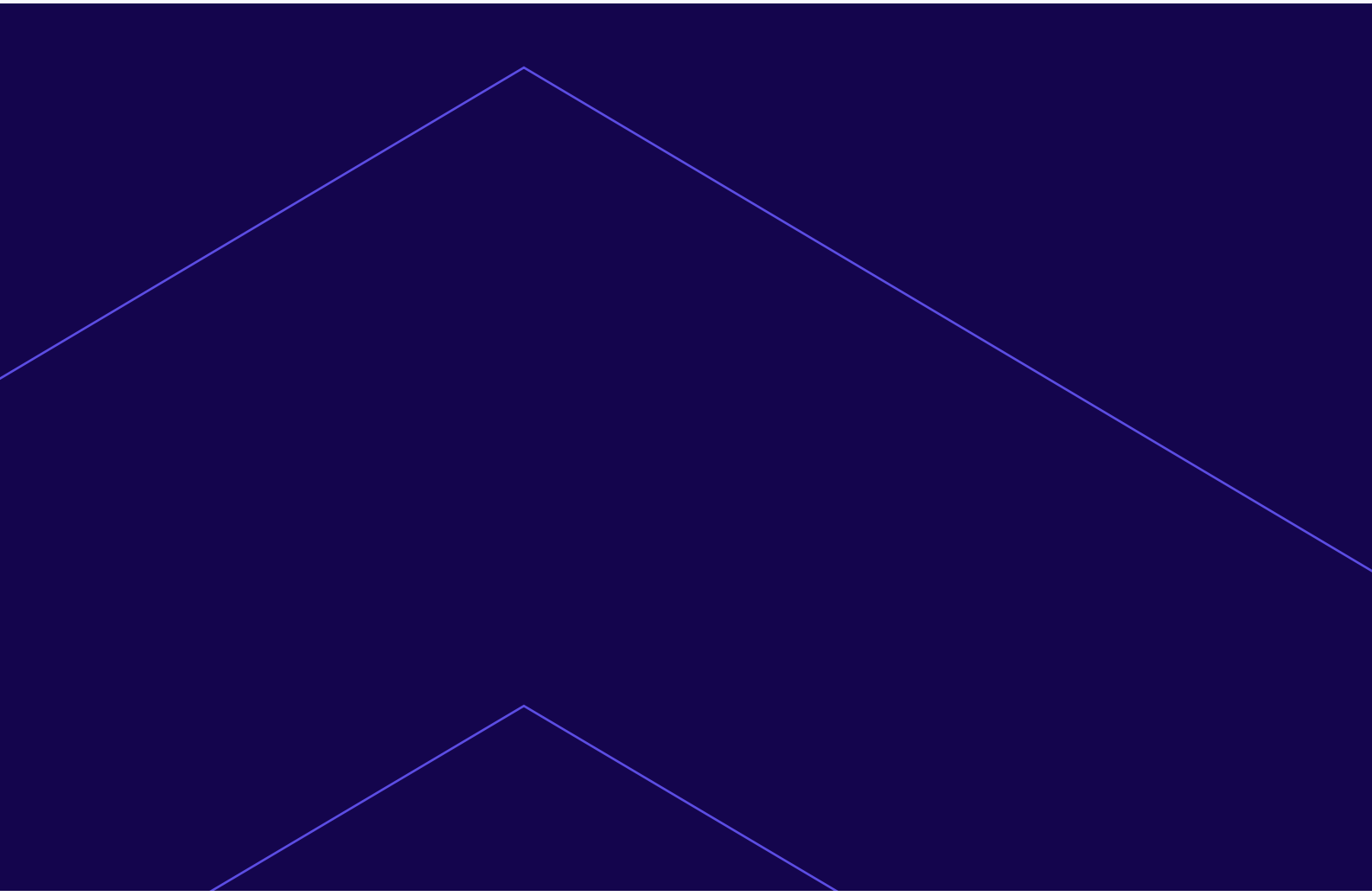
eastnets

بنك فلسطين
BANK OF PALESTINE

Customer success story:

Scaling Compliance Operations: Bank of Palestine's Upgrade to Eastnets Messaging Warehouse v4.2



OVERVIEW

Building for Growth and Scale

Bank of Palestine, a prominent financial institution in Palestine, had been successfully using Eastnets Messaging Warehouse v3.3 to manage its compliance operations. As the bank grew and transaction volumes increased, new opportunities emerged to enhance performance and meet evolving operational requirements.

The bank recognized that upgrading to a newer system could improve operational efficiency, better handle increased transaction volumes, and strengthen performance tracking and system oversight. Its aim: enhance the reliability and scalability of its infrastructure, ensuring continuous and efficient service delivery to its customers.

THE CHALLENGE

Keeping Pace with Growing Volumes

Bank of Palestine needed its compliance operations to keep pace with growing transaction volumes and evolving needs:

- Rising transaction volumes placing greater demands on message and event processing
- Opportunities to further streamline processing efficiency
- Growing complexity in performance tracking and system oversight
- The need for a more scalable infrastructure to support expansion
- Implementing enhancements without interrupting service

The challenge was clear: upgrade smoothly while maintaining uninterrupted service, so the system could support the bank's expanding operations effectively.

THE SOLUTION

Upgrading to Eastnets Messaging Warehouse v4.2

Bank of Palestine upgraded its compliance system to Eastnets Messaging Warehouse v4.2, providing the robustness required for seamless compliance and operational performance in a dynamic financial environment. The upgrade delivered:

- Faster Processing: Improved the speed and efficiency of message and event processing
- Optimized Monitoring: Strengthened oversight with real-time analysis of system performance
- Enhanced Reporting: More accurate, less complex compliance reporting
- System Reliability: Ensured overall reliability to support continuous service delivery
- Scalability: Supported the bank's expanding operations and higher transaction volumes

THE RESULTS

Faster, Clearer, More Reliable Operations

The upgrade brought clear improvements to Bank of Palestine's compliance operations:

Processing Speed: 45% faster processing, significantly reducing message and event processing time.

Issue Resolution: 50% improvement in issue detection and resolution through real-time analysis.

Reporting Accuracy: 35% increase in reporting accuracy, delivering clearer, more reliable compliance reports.

Reduced Complexity: 30% reduction in reporting complexity.

Operational Efficiency: 50% increase in overall operational efficiency.

Bank of Palestine now has a reliable, scalable infrastructure that supports growing operations and continuous service delivery.

> Upgrading to Eastnets Messaging Warehouse v4.2 has been a game-changer for Bank of Palestine. The enhanced system has significantly improved our processing speed, monitoring capabilities, and reporting accuracy, allowing us to manage higher transaction volumes with greater efficiency and confidence. The upgrade has strengthened our operational resilience and provided the scalability needed to support our growth, ensuring seamless service for our customers.
>
> — Mohammed Qadumy, Application Administrator – E-Channel Section, Bank of Palestine

ABOUT EASTNETS

Eastnets is a global provider of compliance and payment solutions for the financial services sector.

Through our experience, expertise, and technology, we enable safe and secure participation in the global financial economy for over 800 financial institutions globally, including 15 of the top 50 banks and 22 of the world's central banks. For more than 40 years, we've worked to keep the world safe and secure from financial crime. We do this by helping our partners manage risk through sanction screening, transaction monitoring, analysis, and reporting, plus industry-leading consultancy and customer support.