Customer success story:

Powering Compliance Growth Through Infrastructure Modernization

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OVERVIEW

Bank of Palestine, the largest bank in Palestine and one of the country's leading financial institutions, was established in 1960. Over the years, it has grown into a full-service commercial bank offering retail, corporate, SME, treasury, investment, and digital banking services. As part of its commitment to maintaining robust compliance operations, the bank has successfully leveraged Eastnets Messaging Warehouse v3.3 to support its compliance and financial messaging requirements.

As the bank grew and transaction volumes increased, it saw an opportunity to boost performance, strengthen system monitoring, and improve the reliability and scalability of its infrastructure, ensuring continuous, efficient service delivery to its customers.

THE CHALLENGE

Bank of Palestine needed its compliance operations to keep pace with growing transaction volumes and evolving needs. While Eastnets Messaging Warehouse v3.3 had reliably supported the bank's operations, there was an opportunity to further streamline processing efficiency, strengthen monitoring capabilities and drive scalability. The challenge was to implement these enhancements smoothly while maintaining uninterrupted service, ensuring the upgraded system would support the bank's expanding operations effectively.

THE SOLUTION

Bank of Palestine upgraded its compliance system to Eastnets Messaging Warehouse v4.2 to improve the speed and efficiency of message and event processing, optimize the monitoring framework, and ensure overall system reliability. The upgraded platform provides the robustness required to support the bank's expanding operations, ensuring seamless compliance and operational performance in a dynamic financial environment.

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The upgrade to Eastnets Messaging Warehouse v4.2 lifted Bank of Palestine's overall operational efficiency by 50%. Processing speed increased by 45%, significantly reducing message and event processing times even as transaction volumes grew. Enhanced monitoring strengthened oversight and real-time analysis, improving issue detection and resolution by 50% and allowing the bank to address performance concerns quickly. Reporting also improved markedly, accuracy rose by 35% while complexity fell by 30%, resulting in clearer, more reliable compliance reports. Together, these gains ensure the reliability and scalability of the bank's infrastructure to support growing operations and continuous service delivery.

> Upgrading to Eastnets Messaging Warehouse v4.2 has been a gamechanger for Bank of Palestine. The enhanced system has significantly improved our processing speed, monitored capabilities, and reported 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, Bank of Palestine

ABOUT EASTNETS

Eastnets' purpose: to provide trusted solutions that foster financial inclusion.

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.

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