



Customer success story:

# Transforming Payments Infrastructure: Gulf Bank's Integration of Eastnets PaymentSafe for Real-Time Payments (WAMD)

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## OVERVIEW

# Modernizing for Real-Time Banking

Gulf Bank, one of Kuwait's leading financial institutions, recognized the urgency of modernizing its payments infrastructure to comply with the Central Bank of Kuwait's mandate for Real-Time Payments (RTP). As the country advanced its financial ecosystem with instant and high-value payment frameworks, Gulf Bank needed a solution that would ensure compliance, security, and efficiency, without disrupting daily operations.

To meet these requirements, Gulf Bank selected Eastnets PaymentSafe Instance Module, a comprehensive payment hub designed to automate transactions, enhance compliance, and integrate seamlessly with Kuwait's new WAMD real-time payments platform.

## THE CHALLENGE

# Compliance, Speed, and Seamless Integration

Gulf Bank faced several key challenges in deploying a real-time payments framework:

- Manual inefficiencies slowing transaction processing
  - The need for real-time alias registration and management
  - Compliance with ISO 20022 message standards and CBK regulatory frameworks
  - Enabling Request-to-Pay (RTP) functionality for flexible payment initiation
  - Reducing operational risks through automation of compliance checks
  - Seamless connectivity with CBK payment hubs without disrupting existing systems
- The challenge was clear: build a future-ready, real-time payments ecosystem while maintaining compliance and resilience.

## THE SOLUTION

# Real-Time Payments with PaymentSafe Instance Module

Gulf Bank partnered with Eastnets to deploy the PaymentSafe Instance Module, ensuring

end-to-end integration with the CBK's RTP framework. The implementation included:

- Real-Time APIs: Enabled alias registration and management for IBAN and mobile-based instant payments
- Automated Workflows: Reduced errors, validated transactions, and handled exceptions efficiently
- Instant Notifications: Provided real-time alerts on payment status for improved customer visibility
- Fraud Detection & Compliance: Embedded monitoring and automated compliance checks to mitigate risk
- Seamless Integration: Ensured smooth communication between Gulf Bank's core systems and CBK RTP hubs
- Resilient Infrastructure: Deployed on a four-node Active/Active architecture, guaranteeing 100% availability and disaster recovery readiness

## THE RESULTS

### From Legacy Processes to Real-Time Innovation

The transformation delivered tangible results across Gulf Bank's operations:

**Regulatory Compliance:** Full alignment with CBK's RTP and ISO 20022 standards.

**Transaction Efficiency:** 340,000 inward and outward transactions processed daily, 10 million monthly.

**Customer Experience:** Instant payments, alias-based transfers, and RTP services for retail and corporate clients.

**Operational Resilience:** Active/Active four-node architecture ensured 100% availability and fault tolerance.

**Risk Mitigation:** Automated compliance checks and fraud detection reduced manual intervention and strengthened security.

Gulf Bank is now positioned as a leader in Kuwait's digital banking transformation, delivering fast, secure, and innovative payment services.

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Partnering with Eastnets on PaymentSafe has transformed how we manage both real-time and high-value payments. The seamless integration with the Central Bank of Kuwait's RTP frameworks has streamlined our operations, strengthened compliance, and enabled us to deliver faster, more reliable digital payment services to our customers. Eastnets' expertise and dedicated support throughout the deployment ensured a smooth transition and reinforced our commitment to providing secure and efficient financial services.

— Senthil Kumar, Executive Manager, Gulf Bank

## 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.