

Case Study

A Revolution Worth The Money

Optimizing Financial Services with Azure-Based UPI Payment Platform Modernization

Summary

A leading Indian financial services provider revolutionized their UPI-based payment platform through strategic enhancement and cloud modernization initiatives. The transformation resulted in improved platform quality, accelerated time-to-market for new features, and optimized operational efficiency across their digital payment ecosystem.

Client Overview

A prominent Indian financial services company headquartered in Mumbai operates across 17 countries with over 5000 branches, generating \$28.56 billion in revenue and employing more than 141,000 people. It provides a comprehensive range of banking and financial services to corporate and retail customers.

Pressure Points

The client sought a partner to maintain and enhance its UPI-based Payment Platform, which includes a broad ecosystem of APIs, a web portal, mobile app, and admin portal for various users. In addition to maintenance and enhancements, the client wanted to redesign the platform for deployment on Azure cloud.

Need for continuous maintenance and enhancement of the platform	Desire to modernize the platform by migrating to Azure cloud	Managing a complex ecosystem of APIs, portals, and apps for diverse users
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Solutions

A comprehensive Center of Excellence (COE) was established using a multi-phased approach to address the client's digital transformation needs while ensuring seamless platform operations.

Implementation of dedicated Platform Development team for new features and enhancements	Establishment of Managed Support services for platform stability	Strategic planning and execution of Azure cloud modernization
Development of cloud operations management framework	Integration of diverse technical expertise (Angular, Java, Oracle, Azure)	

Results that Speak Volumes

Flexibility in team composition and capacity through the POD team model	Significant improvements in product quality and platform engineering	Development of a new add-on portal for the payment platform, leading to reduced time to market
Knowledge retention through the One Team model	Value delivery, innovation, and optimization through the COE model	