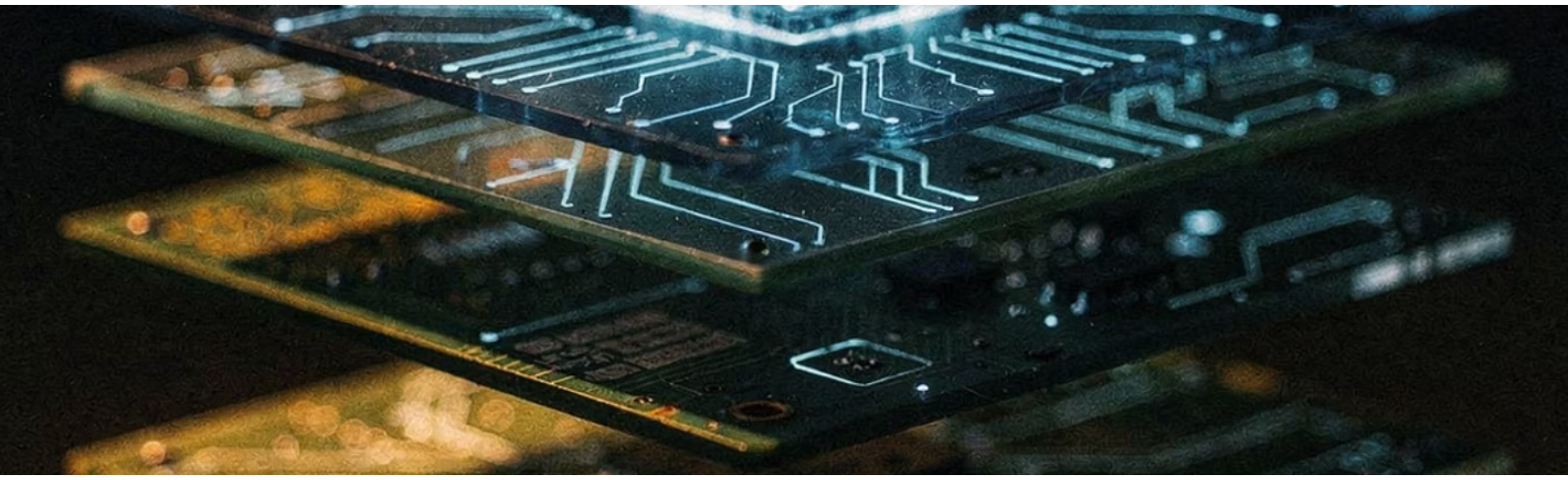
Banking Solutions Portfolio

Data foundations, operational automation and AI



01 **Banking Data Platforms and Data Readiness**

Trusted data for decisions, automation and AI

02 **Banking Operations Automation**

Reduce repetitive work and improve operational visibility

03 **AIOps and IT Operations Automation**

Operational intelligence for resilient banking services

04 **Banking AI Solutions**

Intelligent engagement, productive operations and better insight

05 **RealSoft Banking Capabilities and Experience**

Enterprise delivery across data, applications and integration

Banking Data Platforms and Data Readiness

Trusted data for decisions, automation and AI



RealSoft connects banking systems, prepares reliable datasets and establishes governed data platforms that make information easier to use across the enterprise.

Dependable information

Consistent data and definitions for reporting and decision support.

Less manual preparation

Reusable integration and preparation capabilities across priority sources.

Readiness for growth

A scalable foundation for analytics, operational automation and AI.

Make data dependable and usable

Enable more consistent reporting, less repeated preparation and a clearer path to automation and AI.

A connected data foundation

Architecture shaped around existing systems and business priorities

Integration, preparation, quality and governance work together to turn distributed banking data into usable data products.

Acquire

Batch ETL/ELT
APIs
CDC where justified

→

Store and model

Raw / staging
Curated structures
Subject data marts

→

Consume

Reporting and BI
Operational interfaces
Analytics and AI

QUALITY / METADATA / LINEAGE / SECURITY / OWNERSHIP

Integration and engineering

ETL/ELT, approved APIs, source mappings and synchronization.

Quality and governance

Validation, reconciliation, metadata, lineage and ownership.

Data products and analytics

Curated warehouse structures, data marts and governed consumption.

SELECTED BANKING CLIENTS

RealSoft experience across data, enterprise applications and integration

Banking Operations Automation

Reduce repetitive work and improve operational visibility



RealSoft combines workflow capabilities, enterprise integration and document intelligence to streamline banking operations while retaining approved controls and staff oversight.

Faster service handling

Reduce repeated handoffs and information collection.

Better consistency

Apply agreed rules, structured checks and approval responsibilities.

Visible operations

Track work, exceptions and outcomes across connected systems.

Release capacity for higher-value work

Reduce repetitive handling and rework while improving traceability, ownership and service consistency.

Automation where work happens

High-value applications across operational requests and documents

Target well-defined tasks and bottlenecks with a combination of rules, workflow automation and selective AI assistance.

01

Requests

Intake and validation

Approval and completion

Cycle time / rework

02

Documents

Extraction and checks

Review of exceptions

Accuracy / review time

03

Reconciliation

Compare approved data

Assign investigation

Coverage / resolution

Operational requests

Intake, completeness checks, routing and service-status visibility.

Document intelligence

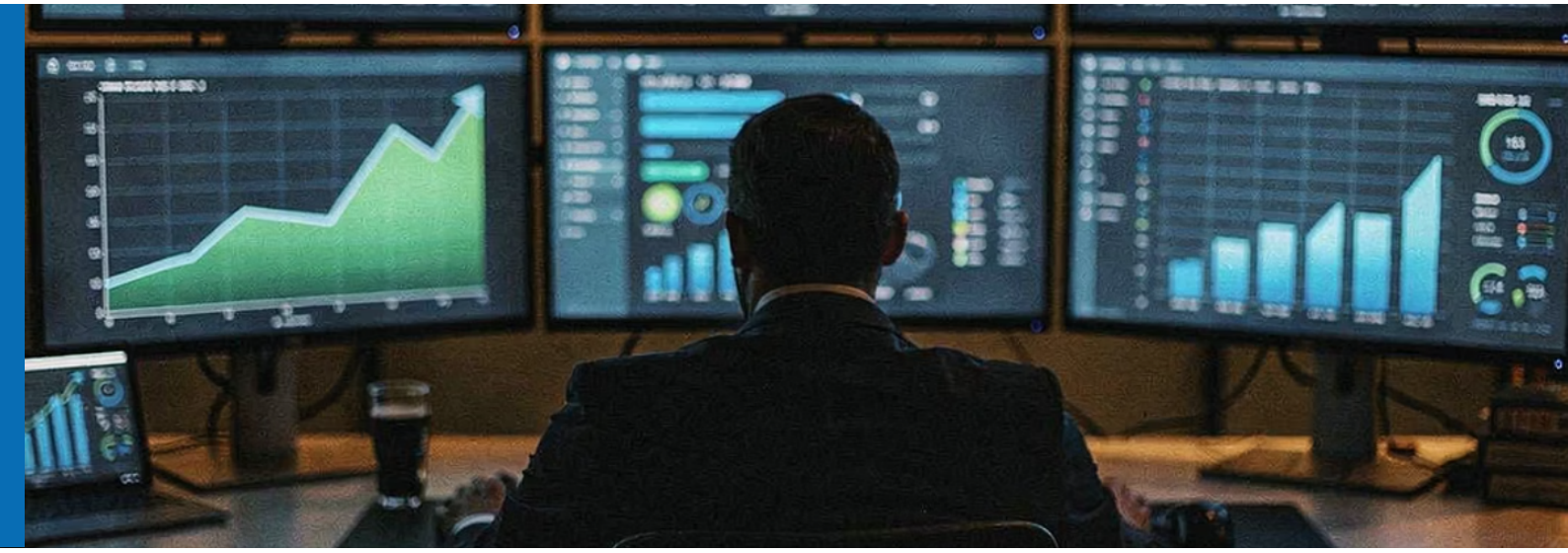
Field extraction, package review and discrepancy identification.

Exception support

Reconciliation differences, investigation context and accountable follow-up.

AIOps and IT Operations Automation

Operational intelligence for resilient banking services



RealSoft, in partnership with Automain, brings telemetry, service context and incident intelligence together to help IT teams investigate issues and coordinate approved response.

More actionable signals

Correlate related events and reduce duplicate investigation.

Clearer service impact

Connect infrastructure issues to applications and dependencies.

Better response context

Bring evidence and approved runbooks into incident handling.

Strengthen service reliability

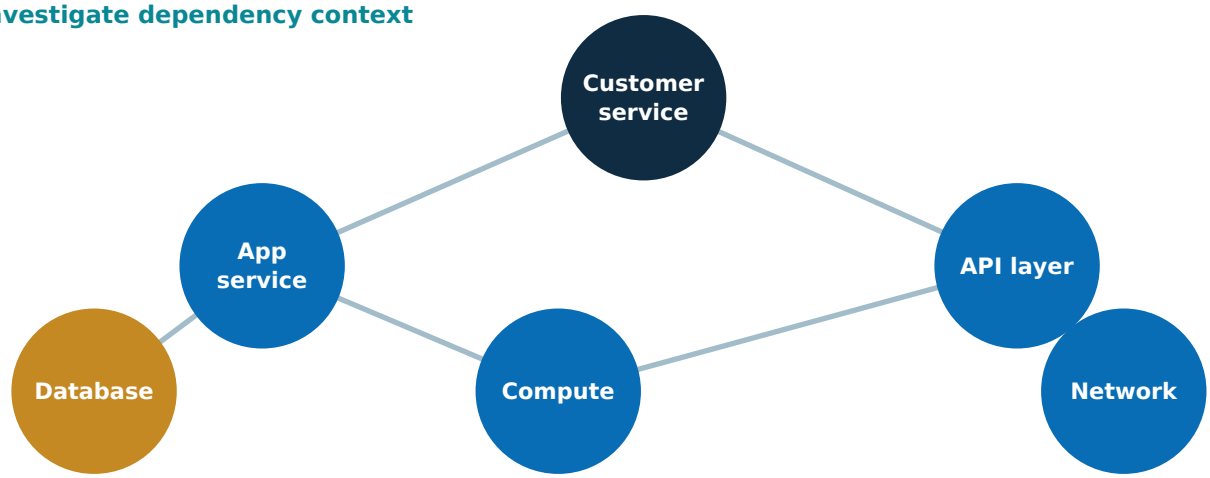
Support faster diagnosis, more focused investigation and consistent response to operational issues.

Service context for IT operations

Connect technical signals with banking-service dependencies

Monitoring, logs, incidents and service inventory provide a shared context for investigation, diagnosis and controlled response.

Investigate dependency context



Illustrative service topology; highlighted component requires investigation.

Observability and correlation

Integrate supported telemetry and group related signals.

Incident intelligence

Use dependency context, diagnostic evidence and assisted analysis.

Controlled response

Connect ITSM and approved runbooks with appropriate oversight.

Banking AI Solutions

Intelligent engagement, productive operations and better insight



RealSoft works with AI partners specialized in banking to connect approved knowledge, enterprise data and business systems with practical AI applications across the bank.

Customer and growth

More responsive assistance, stronger lead preparation and contextual engagement.

Operations and control

Less repetitive document work and better support for review and exceptions.

Insight and workforce

Easier knowledge access, governed analytics and employee assistance.

Turn AI capability into practical banking value

Focus on useful applications, enterprise integration and controlled execution that fits the bank’s priorities.

AI applications across banking

A portfolio of potential applications configured to the bank’s priorities

Customer service and voice

Text and voice assistance, authenticated enquiries and contextual staff escalation.

Sales and engagement

Lead qualification, product discovery, recommendations and campaign follow-up.

Onboarding and KYC

Document extraction, completeness checks and application preparation.

Back-office operations

Request classification, document review, approved workflow actions and exception support.

Collections

Payment reminders, response capture and staff follow-up under approved policies.

Risk, AML and compliance

Policy retrieval, document comparison, evidence summaries and analyst assistance.

Data intelligence

Natural-language data exploration, predictive applications and operational insight.

Employee productivity

Knowledge assistants, document summaries and selected internal-service support.

AI that supports service, capacity and insight

Prioritize applications with usable data, clear ownership and defined decision or action boundaries.

Connected AI with banking controls

Enterprise integration, governed information and authorized execution

RealSoft combines data preparation and integration with banking-specialist AI platforms. Architecture and deployment are selected around the bank’s security, infrastructure and operational requirements.

Channels	Text / voice / employee interfaces
Orchestration	Intent / workflows / models / tool selection
Knowledge and data	Approved retrieval / restricted analytics
System interfaces	Core banking / CRM / middleware / channels

Access
Privacy
Audit
Review

Connected systems

Approved knowledge, core banking, CRM, middleware and selected channels.

Controlled intelligence

Permissions, privacy, source traceability, approval gates and human escalation.

Practical delivery

Focused implementation with local coordination and specialist banking AI partners.

RealSoft Banking Capabilities and Experience

Enterprise delivery across data, applications and integration



RealSoft brings regional enterprise delivery experience together with banking applications, data management, system integration and specialized technology partnerships.

Relevant banking experience

Assignments involving branch operations, credit classification and core-system integration.

Connected delivery strengths

Data platforms, enterprise applications and integration in one engagement.

Specialist partnerships

Banking AI and Automain AIOps capabilities complement RealSoft delivery.

A partner for integrated enterprise delivery

Combine banking context, data engineering and system integration with focused technology capabilities.

Experience connected to your priorities

Relevant assignments and complementary delivery capabilities

RealSoft's banking work provides a practical foundation for data-platform modernization, operational applications and integrated intelligent solutions.

Applications

Branch operations
Credit classification

Integration

Reuters feed
FlexCube interfaces

Data

AML support
Warehousing / analytics

Housing Bank

Centralized sundries, certificates and returned-cheques application.

Arab Bank

Credit facility classification and impairment provision calculations.

Integration and data

FlexCube integrations and data management supporting AML.

SELECTED BANKING CLIENTS

RealSoft experience across data, enterprise applications and integration