

THE CHALLENGE

- The bank needed to modernize due to emerging payment trends and changing consumer preferences
- It had difficulty adapting to the volume and composition of Ethiopian payments
- The bank had to quickly execute changes with legacy technology, while addressing nimble competitors

THE SOLUTION

- ACI Issuing™ provided the bank with modern, scalable and secure payments, meeting every system requirement
- The solution provided card management support, including debit, credit and prepaid cards
- ACI Issuing on premise deployment provided the bank with the control they sought

THE RESULTS

- The solution was deployed in only nine months, exceeding bank expectations
- ACI Issuing provided the bank with modernization that is scalable and flexible from end to end
- ACI provided platform stability and reduced risk, ensuring revenue growth and longevity

ACI® Issuing™ Solution Modernizes Payment Capabilities for Bank of Abyssinia

The world-wide payments market has undergone major changes amid the COVID-19 pandemic. Ethiopian consumers began shifting more toward secure payments, including contactless options, moving their country closer to becoming a cashless economy. Needing to modernize to support the emerging trend, the Bank of Abyssinia utilized the ACI Issuing solution to carry out a program of payments system modernization that is scalable and flexible from end to end.

NEEDING TO MODERNIZE TO SUPPORT THE EMERGING TREND, THE BANK OF ABYSSINIA UTILIZED THE ACI ISSUING SOLUTION.

Overcoming Capacity, Legacy and Competitive Challenges

The Bank of Abyssinia faced capacity challenges, being unable to manage changes in consumer payment demands, particularly with the growth of credit and debit card payments within the Ethiopian economy. Recognizing the need for payments change, the Ethiopian government sponsored a banking modernization initiative, providing a further catalyst for change for the Bank of Abyssinia. Mindful of nimble competition, the bank needed to move quickly but was hampered with legacy technology. Taking stock of the capacity, time to market and competitive challenges, the bank formulated strategies to address these challenges and incorporate current use cases to help modernize the payments system today and for the future. What emerged was a non-negotiable set of payment system requirements that included scalability, availability, flexibility and personalization.

ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure and scalable software solutions enable leading corporations, fintechs and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

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The Issuing Solution Meeting All Requirements

The Bank of Abyssinia chose to make use of [ACI Issuing](#), taking advantage of the versatility offered by this solution. Every Bank of Abyssinia system requirement was met with this solution, which provides card management support, including debit, credit and prepaid cards, whether physical or virtual, depending on bank's needs. At present, the bank's focus is on debit and prepaid cards, as they are the most popular option among the country's consumers. Although digital wallet use is currently low in Ethiopia, the deployed solution allows for this future enhancement. Regarding the deployment model, the Bank of Abyssinia was solely focused on overcoming all challenges by adopting an on-premise, controlled and known deployment model, therefore, a cloud-based solution was ruled out.

BANK OF ABYSSINIA WENT LIVE WITH THE ACI ISSUING SOLUTION IN JUST NINE MONTHS FROM CONTRACT SIGNATURE, THANKS TO A NIMBLE, ALIGNED AND AGILE PROJECT IMPLEMENTATION.

Results That Reduce Risk and Enhance Payment Experiences

The payments modernization project was a complete success and took only nine months from start to go-live, exceeding the expectations of the Bank of Abyssinia. The ACI Issuing solution provided the bank with a stable and scalable platform that reduces risk in the payments system, helping to ensure innovation and revenue growth well into the future. The results reflect the outstanding work carried out, which included agile teams from both companies executing their duties with transparency and alignment, and was key for final success. Because of the pandemic, this project was carried out remotely, so constant communication and alignment were of utmost importance. The teams created innovative ways to carry out requirements gathering, installations and training without being on-site at the bank.