

Modernizing UI of the ATM network

CUSTOMER



IBTech is an IT and research and development subsidiary of Qnb.Bank (Turkey). It develops core banking systems, solutions for direct banking, CRM, business intelligence, data warehousing, and infrastructure management.

 ibtech.com.tr

ORGANIZATION SIZE

650+ employees

COUNTRY

Turkey

INDUSTRY

Digital banking
and finance products

PRODUCT USED

DotNetBrowser

Challenge

Running IT and research and development for a large bank, IBTech is in charge of nearly 3500 ATMs across the globe. The task entails not only taking care of their security and correct functioning, but also making sure the whole network is timely updated and provides the user experience up to the industry's fast-paced standards.

The company's ATM software originally relied on text-based screens, which eventually began to feel outdated. To stay competitive, there was a clear need to modernize these interfaces and offer a more engaging experience to users.

During this transition, however, the team encountered significant challenges. In particular, working with different versions of browsers installed on the machines created compatibility issues, making it difficult to keep the system consistent.

Solution

To launch the ambitious modernization project, IBTech searched for the web component that would meet the following criteria:

- Supporting cutting-edge web technologies and being easy to implement updates.
- Providing a simple way to maintain the same version in a centralized way.
- Highly secure to be apt for financial operations.
- Backed by reliable developers with a proven record of long-term commitment as a large-scale project like this involves huge investments for every change.

After a thorough search and testing, IBTech decided to proceed with DotNetBrowser — a Chromium™-based web component which turned out to be the best fit to implement the new web-based application for the ATM network.

The team found the browser component very convenient to integrate and adapt for their new app's needs. The built-in .NET — JavaScript bridge strongly added to the ease of implementation of the conceived new functions.

Results

Upon introducing the new software to Qnb.Bank (Turkey), the R&D team managed to attain a state of the art look and feel for their ATMs, thus adding to the user convenience and building up loyalty with their customer base.

The team continues developing the project, largely relying on DotNetBrowser's swift expert support that has proved to be a key factor in a time-critical sphere like financial operations.



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