



Search. Observe. Protect.



# Drive a secure and personalized experience in banking & payments

Enabling exceptional journeys, powerful insights, and ultimate protection, all through the power of search

## Accelerating momentum in the face of change

The banking & payment ecosystem has dramatically evolved to meet the rising demands of clients. The emergence of new tools to manage and exchange assets - Real-time payments, open banking, Buy Now Pay Later, wearables, digital wallets, etc. have led to an ever-growing volume of data. Through its search-powered solutions, Elastic enables banking & payments providers to harness that data more effectively. Creating more personalized, secure customer experiences and allowing your team to ensure optimal performance of applications. Empowering a culture of innovation through tools that help bring solutions to market faster, with confidence.

## Harnessing the power of search

Elastic is a search-powered platform that allows financial services, customers & employees to find what they need to know faster. It thus supports a broad range of banking & payments use cases, from searching and tracking payment data, enabling better monitoring of core banking & APIs, and protecting against cyber threats and fraud. The result is more personalized customer experiences, better visibility into banking operations, and elevated safety for the financial institution and its customers.

## The Elastic Search Platform

### Enterprise Search

Give your clients and employees an outstanding digital experience. Unify content platforms and personalize search experiences.

### Observability

Brings logs, metrics, and APM traces together in Kibana to give you deep insight into distributed architectures, microservices, applications, and key business KPIs.

### Security

Protect the firm and its clients. Empower security and fraud teams to stop threats quickly and at cloud scale. Adhere to financial regulations with the best-in-class platform to manage risk and compliance.





While Elastic has several ready-made solutions, we focus on what you want to achieve, then find a solution. Out of the box or custom-delivered, it's to help you drive results. Banking & payments clients are leveraging Elastic to:

- Create robust digital payment search and tracking for clients & employees
- Leverage Machine Learning to detect customer application problems in minutes
- Build data profiles to offer greater personalization for online & offline channels
- Enable data science teams with tools to grow revenue, reduce costs & simplify processes
- Uplift the customer experience in branches via better monitoring tools
- Enhance visibility into ATMs and other endpoints -- quickly detect issues and action maintenance
- Spend less time resolving issues, resulting in higher customer NPS & CSAT
- Save tremendously via tool consolidation & mainframe offloading
- Improve the performance of networks & applications by indexing & analyzing vast volumes of data easily
- Unlocking the potential of Open Banking & APIs, by leveraging Elastic as a system of engagement
- Ensure business critical data is available and actionable in real time
- Empower LoB decision makers with data driven insights and dashboards
- Prevent hackers and internal threat actors from stealing billions of dollars in assets
- Secure core banking platforms by strengthening data security
- Immediately detect & action fraud events, reducing MTTK and saving customers millions
- Better identify unusual patterns which signal AML risk
- Maintain PSD2 and GDPR compliance through secure experiences
- Mitigate credit risk through better KYC and application decisioning

## Trusted by the banking & payments community

### 7 OF THE TOP 10

Diversified Financials

### 5 OF THE TOP 10

Banking



## Recognized as an industry leader by top analysts:

Download Forrester report at [go.es.io/2TN59B3](https://go.es.io/2TN59B3)

Download Gartner report at [go.es.io/2V4Ct7c](https://go.es.io/2V4Ct7c)

*"We used to take days to find out where a problem was. Now we're doing it in a matter of minutes with Elastic, and our customers are the benefactors."*

**ALI REY**, Vice President of Cloud and Data Platforms, Emirates NBD

*"Within a year we were compliant with both ISO 27001 as well as other standards such as SOC 2 Type 1. Elastic played a huge role in this."*

**MATT WILKINS**, CIO, Thought Machine