



*Sopra Banking Software has helped us to stay ahead of the curve in digital developments, while also remaining fully compliant with the latest in banking regulations. Over the years, they've constantly proved themselves to be a valuable partner in helping us deliver the best products and services to our customers."*

#### ABOUT THE CUSTOMER

- Argenta is Belgium's **fifth largest banking institution**
- Founded: **1956**
- Based: **Antwerp, Belgium**
- Offers **retail financial services** for families in the Netherlands, Belgium and Luxembourg

#### KEY FACTS ABOUT PROJECT

##### CHALLENGE

To implement Instant Payment system, as well as PSD2 compliance

##### SOLUTION

Sopra Banking Software's Instant Payments and DBEP solutions

#### KEY STATS

- Average end-to-end response time of our solution **is around 400 milliseconds**
- More than **2.4 million payments** are now successfully treated each month

These are fast times, and Belgian bank and insurance company Argenta is accelerating its services to match them.

Looking to update its money exchange and purchase services to a new Instant Payment system, which allows transfers to take place in a matter of seconds rather than days, Argenta turned to its trusted partner of more than twenty years, SBS, for a solution.

### Negotiating solutions

There were technical challenges in mutualizing a solution for both firms, with the two ultimately opting for a «Managed Service» approach: the Belgian bank folded our Instant Payment software into its own core banking platform on a subscription-style basis. This approach is not only beneficial from a cost point of view but also has been proven to increase collaboration between participants.

Other stakeholders were also considered in the project. Much research and development for the new technology took place externally in Brussels, and collaboration with other banks was also needed for the project to be fully realized.

The project's success meant that Argenta became one of the first banks to offer Instant Payments to its customers. The bank now performs as one of the best in class, processing high volumes and automatically handling all outgoing payments encoded with the mobile app as Instant Payments without charging a fee. More than 2.4 million payments are now successfully treated each month.

### A trusted partner

SBS was the obvious choice for Argenta to help clear these hurdles, given the long-standing relationship between the two – we've also worked with Argenta on two other projects, transforming their integrated banking system and providing them with our Digital Banking Engagement Platform (DBEP).

In April 2018, we helped Argenta to transform its core banking system from a highly custom solution to a full standard solution. This was not only a software transformation but also a brave transformation of mindset throughout the organization from «adapt» to «adopt.»

With our help, Argenta has fully complied with the PSD2 regulation since December 2019. This means Argenta publishes APIs for payment initiation services, account information services, and card information services for any registered third-party provider.

SBS successfully delivered this «As-a-Service» solution on time, allowing Argenta to be one of the first banks in Belgium to be fully exempted from «Screen Scraping» on the Belgian Market.

## Reliable exchange

There were, of course, challenges along the way. Processing speed was essential for the project's success, as even the smallest of lags could impact multiple clients, as Argenta experienced in April 2018. But thanks to strong efforts on both sides, the issue was resolved, with the end-to-end response time in our solution reduced to an average of just 400 milliseconds. This meant the Instant Payment service could be fully delivered to Argenta in 2019.

Now, it is responsible for 1.7 million outgoing Instant Payments from Argenta accounts and the reception of 725k incoming payments from other financial institutions.

We can only see these numbers rising as Instant Payment becomes a new norm.

## TIMELINE

April 2018

Argenta concludes a transformation of its core banking system

March 2019

Argenta becomes one of the first banks to offer Instant Payments to its customers

December 2019

Argenta becomes fully compliant with new PSD2 regulations

May 2023

Argenta strengthened its partnership with SBS by renewing SBP as its core banking solution



Sopra Banking Software (SBS) is a global financial technology company that's helping banks and the financial services industry to reimagine how to operate in an increasingly digital world. SBS is a trusted partner of more than 1,500 financial institutions and large-scale lenders in 80 countries worldwide, including Santander, Société Générale, KCB Bank, Kensington Mortgages, Mercedes-Benz, and Toyota. Its cloud platform offers clients a composable architecture to digitize operations, ranging from banking, lending, compliance, to payments, and consumer and asset finance. With 5,000 employees in 50 offices, SBS is recognized as a Top 10 European Fintech company by IDC and as a leader in Omdia's Universe: Digital Banking Platforms. SBS is a subsidiary of European digital consulting leader Sopra Steria (EPA: SOP), a 56,000-person company that generates annual revenue of €5.8 billion in 2023. SBS is headquartered in Paris, France. For more information, follow us on [LinkedIn](#) or visit [www.soprabanking.com](http://www.soprabanking.com)