Case Study

Aqua Global Helps UBL UK Modernise Payments Infrastructure for Ambitious Growth

UBL UK partnered with Aqua Global to modernise its payments and reconciliation infrastructure as part of a wider digital transformation programme, with the bank looking to replace ageing, manual processes with a more scalable foundation to support ambitious growth targets.

Aquila's multi-channel messaging solution modernises the payments and reconciliation infrastructure surrounding UBL UK's new core banking environment, replacing manual, file-based Swift processes with API-first connectivity, automated IBAN and BIC validation, and near real-time payment processing.

KEY OUTCOMES

Modernised payments and reconciliation:
Messaging, payments and reconciliation brought onto a single platform, purpose-built to scale as the bank grows. Aquila replaces fragmented, manual processes with a unified, automated foundation for day-to-day operations.

Reduced operational risk:
Manual, file-based Swift processes replaced with API-driven connectivity and automated IBAN and BIC validation, helping UBL UK reduce errors, avoid missed cut-off times and prevent associated penalties.

Support for an API-first banking model:
Faster, more automated information flows between systems lay the groundwork for future customer experience improvements, as UBL UK expands its digital banking capabilities on its new Essence core banking platform.

Confidence through transformation:
Aqua's Proactive Infrastructure Managed Service provides dedicated monitoring and expert support during the first year of operation, giving UBL UK added assurance as it navigates a significant technology change programme.

The deployment builds on a long-standing relationship that has seen Aqua support UBL UK through major regulatory transitions, including the bank's migration to ISO 20022. Processing around 100,000 payments each year, UBL UK serves a diverse customer base spanning personal banking, business banking, real estate lending, trade finance, treasury and money transmission, making reliable and efficient Swift connectivity a critical part of its operational infrastructure.

> When we made the decision to move away from our current core banking solution to Essence, an API-first platform, modernising payments and reconciliation was a key part of the project. We process around 100,000 payments each year, so we needed infrastructure that could support us as we scale through greater automation, resilience and control. Having worked with Aqua for more than a decade, we did not need to look any further. Moving from E2Gen to Aquila was the natural choice.
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> **Sayful Ahmed**
> Head of IT, UBL UK

The partnership goes back more than a decade. Aqua has supported UBL UK through major milestones including the bank's migration to ISO 20022, an undertaking Ahmed describes as significant, with Aqua's team on hand throughout to provide expertise and continuity. The Proactive Infrastructure Managed Service will continue to provide that same level of support as UBL UK moves through its current transformation programme. UBL UK serves a diverse customer base spanning personal banking, business banking, real estate lending, treasury and money transmission, making reliable and efficient Swift connectivity a critical part of its operational infrastructure.

Cian Fernando, CEO at Aqua Global, commented on what the partnership demonstrates for the broader market:

> Core banking transformation does not stop at the core. To realise the full value of an API-first banking environment, banks need payments, messaging and reconciliation infrastructure that can move at the same pace. UBL UK's migration to Aquila shows how banks can modernise the critical last mile of payments, reduce operational risk and create a more scalable foundation for growth.
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> **Cian Fernando**
> CEO, Aqua Global

About Aqua Global

For over 43 years, Aqua Global has delivered a robust suite of financial messaging and transaction automation solutions for payments, treasury, and securities processing that integrate internal systems to external services. Trusted by leading banks across 22+ countries, its Aquila orchestration and integration framework offers exceptional performance, control, and scalability.

Web: www.aquaglobal.co.uk
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About UBL UK

Established in 2001, UBL UK is a UK-regulated bank offering personal and business banking services including savings accounts, international money transfers, residential real estate mortgages and treasury services. With a customer base spanning personal banking, business banking, trade finance and money transmission, UBL UK specialises in serving customers with international financial needs.

Web: www.ubluk.com

For more information, visit
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