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Finonyx Notifier Plus

Multi-Channel Digital Alert & Communication Management System for Banks

In today's digital-first banking world, customers expect instant updates and real-time communication about their accounts, transactions, statements, and service activities. Traditional communication methods, manual emails, delayed SMS, or branch notifications, often result in poor customer engagement, missed alerts, and compliance risks.

Finonyx Notifier Plus is an enterprise-grade alert management platform that enables banks to deliver timely and secure communications through SMS, Email, WhatsApp, Push Notifications, and e-Statements. Built for Oracle FLEXCUBE-based environments, it ensures seamless, automated, and personalized customer communication across all banking touchpoints.

Why Notifier Plus?

- Keeps customers informed in real-time

- Fully integrated with Oracle FLEXCUBE and AMS (Alert Management System)

- Supports SMS, Email, Statements & Digital Campaigns from a single platform

- Ensures compliance by recording every alert sent with full traceability

- Reduces manual work and improves customer trust and engagement

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Key Features

Multi-Channel Alert Delivery
Supports SMS, Email, e-Statements, Push Notifications, WhatsApp (optional) for transactional and informational alerts.

Oracle FLEXCUBE Integration
Direct integration with FLEXCUBE core banking to fetch transaction data and trigger alerts instantly.

Digital Statement Delivery
Automates daily, weekly, or monthly statements using Oracle BI Publisher, sent directly to customers' inbox.

Real-Time Alert Engine
Triggers alerts instantly on deposits, withdrawals, loan payments, login notifications, failed transactions, etc.

Custom Message Templates & Personalization
Allows banks to configure dynamic templates using customer name, amount, account number, branch, etc.

Role-Based Access & Audit Logs
Tracks every alert sent, delivery status, failures, and retries ensuring traceability and compliance.

Marketing Campaign Management
Enables digital marketing campaigns via Email/SMS to cross-sell bank products with segmentation and scheduling.

Scalable Microservice Architecture
Supports high transaction volumes, multi-branch/multi-country deployment, on-premise or cloud.

Technical Highlights

Component	Details
Technology Stack	Java, Microservices, REST APIs, Oracle WebLogic
Core Integrations	Oracle FLEXCUBE, AMS Schema, Oracle BI Publisher, SMTP, SMS Gateway, ISO 8583/20022
Alert Channels	SMS, Email, e-Statements, Push Notifications, WhatsApp (configurable)
Security	Role-based access, encrypted communication, ISO 27001:2022 standards
Deployment Options	On-Premise, Private Cloud, Hybrid
Scalability	Supports high-volume alert loads across multiple branches and regions
Monitoring Tools	Dashboard for alert logs, delivery status, failure reports, retry mechanism

Business Impact

Real-Time Customer Communication
Delivers instant alerts, improving transparency and reducing customer queries and disputes.

Reduced Manual Work & Errors
Automation replaces manual mailing and report generation, saving time and operational costs.

Enhanced Compliance & Audit Readiness
Tracks every message sent with time stamps, customer details, and delivery records for regulatory audits.

Improved Customer Trust & Engagement
Consistent updates improve customer satisfaction and strengthen brand loyalty.

Supports Marketing & Cross-Selling
Enables targeted digital campaigns to promote loans, deposits, credit cards, and offers.

Ready for Future Digital Banking Needs
Scalable architecture accommodates new channels like WhatsApp, Mobile Push, and AI-driven alerts.

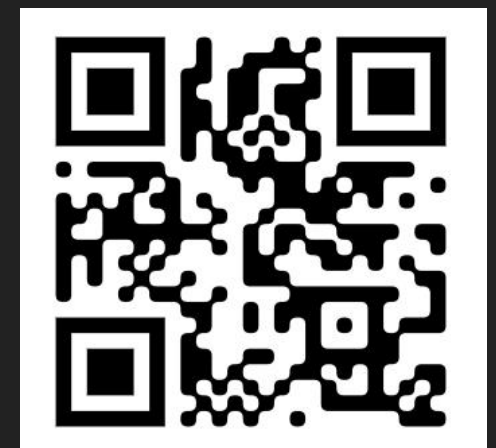# Smarter, Faster & Reliable Banking Communication

Finonyx Notifier Plus enables banks to deliver the right message, to the right customer, at the right time, securely and automatically.
It transforms customer communication into a proactive, compliant, and digitally connected experience.

Partner with Finonyx

Join hands with a partner that understands banking inside out. Finonyx combines deep domain expertise with future-ready solutions like Notifier Plus to power your digital transformation journey.

For more info

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