



ENTRUST

NIC Asia Bank Issues 2,000 Cards Per Day with Entrust Solution

Challenge

NIC ASIA bank was rapidly expanding with new branches and more customers, and needed an in-house card production process that would get cards to customers faster. It was also contending with a looming EMV chip card mandate.

Solution

Entrust and local partner Lead Enterprises Pvt. Ltd. teamed up to provide the bank with compact DATACARD® FP65i™ financial card printers and Entrust Financial Instant Issuance software.

Results

- NIC ASIA Bank can now produce more than 2,000 cards per day, with quick EMV chip card issuance
- Card turnaround time has decreased, improving customer satisfaction rates
- The bank expects to save 3 million Nepalese rupees



CUSTOMER PROFILE

NIC ASIA Bank is one of the largest private-sector commercial banks in Nepal in terms of capital base, balance sheet size, branches, ATMs, and customer base. It has 319 branches, 108 extension counters, 61 branchless banking locations, and 464 ATMs across Nepal.

Objectives

- Keeping up with customer demand
- Speeding up debit card issuance

Technology

- DATACARD® FP65i™ financial card printers
- Entrust Financial Instant Issuance software

« **The Entrust solution has been very impactful. We have been amazed to see the performance of these machines.** »

Manoj Ghimire, Officer Digital Channels' Support, NIC Asia Bank

THE TRANSFORMATION

Keeping pace with demand

With customers in all financial centers of Nepal, NIC ASIA Bank performs approximately 25,000 transactions per day. With recent expansion, the bank added 120 branches and onboarded more than 500,000 customers. This dramatically increased demand for new debit cards. However, its systems couldn't keep up.

It also faced a regulatory directive from the Nepal Rastra Bank that EMV chip cards had to replace magnetic stripe cards.

To take its card issuance capabilities to the next level, the bank knew it needed:

- A more robust system with world-class instant issuance functionality
- A system backed by a global leader in card personalization

The bank issued an RFP to find the right instant issuance system provider. Entrust and local partner Lead Enterprises Pvt. Ltd. had the winning solution: two compact **FP65i™ card printers** and **CardWizard® issuance software**.

- This complete solution is highly suited to markets like Nepal because it's affordable, easy to handle, maximizes uptime, and requires little maintenance
- The end-to-end solution is reliable and easy for branch staff to maintain

MEASURES OF SUCCESS

Achieving significant savings

With the new instant issuance solution in place, card turnaround times significantly decreased and customer satisfaction rates dramatically improved. The bank expects to employ its new instant issuance capability for more than 300,000 new customers in the immediate future.

Between the two FP65i printers, the bank has the capacity to produce more than 2,000 cards per day. The bank also addressed the regulatory requirement to issue EMV chip cards in a short time frame. Within a month of implementing the solution, the bank delivered 50,000 chip cards to its various branches.

These efforts have resulted in an expected savings of 3 million Nepalese rupees (US \$25,000) for NIC ASIA Bank.