

Consorsbank Uses Diffusion for Single View of Customer in Mobile Banking & Trading App

How Consorsbank uses Diffusion to simplify and speed retail banking application development.

Consorsbank!

by BNP PARIBAS



Sector

Financial Services

Key Figures

- Founded 1994
- 1.78M+ customers
- 1,200+ employees
- Brand of BNP Paribas S.A.

Company Profile

Consorsbank is a prominent German direct bank headquartered in Nuremberg, operating as a brand of BNP Paribas S.A. Niederlassung Deutschland, a branch of the French multinational bank BNP Paribas. Established in 1994, Consorsbank has evolved into one of Germany's leading online banks, offering a comprehensive suite of financial products and services to its customers. Consorsbank is recognised as one of the leading direct banks in Europe, particularly in the online brokerage and investment segment. When German digital retail bank, Consorsbank, a BNP Paribas owned subsidiary, needed to enable its current account customers the ability to trade and bank in real-time via a single mobile application, they chose Diffusion.

www.consorsbank.de/home

Executive Summary

Consorsbank wanted to create the next generation consumer retail banking mobile application. Where most retail bank applications give customers the ability to check account balances, transfer balances and make payments, Consorsbank wanted its application to go further. With Diffusion, Consorsbank was able to...

Meet customer demand by delivering a fully functional, high performance and scalable mobile application

Simplify and speed retail banking application development

Provide a single communication solution for the bank's customers

“Our application provides a superior customer experience, fast response times, & a reduced network payload due to Diffusion's state-of-the-art data optimization & communication technology”

Challenge

Consorsbank's team objective was to deliver far more than the typical mobile retail banking applications provided to their valued customers. The digital bank wanted their mobile application to be the central point for managing, interacting with and tracking all the activities across each customer's accounts.

Consorsbank required a data platform that would isolate the bank's existing back-end systems from the load generated by tens of thousands of mobile clients. Lastly, Consorsbank wanted to simplify application development and improve performance. Their existing application used different APIs for each of the back-end systems with which it interacted. This resulted in a low-performance application.

They wanted to give customers the ability to:

- Create a custom ticket of stocks and shares and enter personal trades
- Assign outgoing payments into categories, for example Car->Fuel, Personal->Gym Membership, Mobile Phone->Monthly Contract. Their application needed to learn which suppliers provide what services and automatically assign payments to categories as they were sent
- Show graphs and charts of expenditures broken down into the assigned categories, for ease of viewing where money is going. For example, 22% of expenditures this month are on clothes
- Receive alerts on unexpected transactions. For example, the largest transaction in an average month is €2,000, but this one was for €10,000

1.78M+
Customers

500,000+
app downloads

14.5k+
Daily unique website visits

#31
Finance German Google Play Store

The Requirements

Many organisations must build business applications that can easily scale and run optimally over the Internet. To deliver a reliable, resilient, and high-performance application. Development teams must address the challenging unknowns of the Internet including the speed and quality of the network, load on the network, time to send the data to back-end servers, time to process/ distribute/ store data on the back end, high and variable volume of users etc.

Consorsbank's requirements were to overcome these unknowns in the simplest manner possible in order highly to deliver data in a scalable, efficient and reliable way so their customers receive the optimal mobile experience.

"With DiffusionData's Diffusion Data Distribution Framework, we have delivered a reactive, event-driven application experience to our customers - quickly & easily."

DIFFUSION

Diffusion in a Nutshell

Distributes time-critical data feeds at speed, on a global scale, saving our customers time and money.

- **Patented Innovation:**
Transforming data delivery with patented technology
- **Edge Optimised:**
Empowering industries with real-time edge ready solutions
- **Feature-Rich Excellence:**
Empowering powerful applications with a feature-rich platform
- **Cost Efficiency Without Compromise:** Save egress costs by up to 80%+ whilst improving application performance
- **Reduce time to market:**
Drastic reduction in development, days instead of months
- **Scalability and Power:**
High performance, reduced bandwidth by up to 90%+, and delivery of scalable, future proofed, solutions
- **Security:** Precise role-based access control and data filtering that enables hyper personalisation of data streams

"We want to develop an application that gives our current account customers far more than just a typical mobile retail banking application."



The Solution

Consorsbank knew of DiffusionData through another BNP Paribas subsidiary, DAB bank. Consorsbank's sister bank had addressed their application data challenges with the Diffusion Intelligent Event-Data Platform. As a result, Consorsbank elected to evaluate the Diffusion Platform to address their requirements and simplify and speed up their application development.

As part of the evaluation, Consorsbank performed a side-by-side comparison of two versions of its application – one used DiffusionData's Diffusion framework and the other used traditional Request/Response messaging. Diffusion won the comparison test by delivering superior user experience, increased performance, faster response times, and reduced network payload due to the platform's state-of-the-art data optimisation and communication technology. The decision was made.

With DiffusionData's Data Distribution Framework, Consorsbank quickly developed their high-performance, event-driven mobile banking application. They delivered a new application experience to their customers that reacts in real-time to business events using a simple consistent API that spans all customer devices. The result is business growth and satisfied customers. An important ongoing benefit of the Diffusion platform is that whenever Consorsbank adds, modifies, or replaces a back-end system, Diffusion minimises the impact of changes on the application, speeding support of new functionality and devices.

Today, Consorsbank uses the Diffusion platform for its world-class mobile banking and trading application which runs seamlessly on the full range of mobile devices. The bank also plans to use Diffusion across the organization for other internal and external projects.

DIFFUSION DATA
Data Distribution Framework

[Try Diffusion Cloud for free!](#)

DiffusionData are pioneers in the world of real-time data distribution. The company provides infrastructure software to customers that use fast-moving data streams. The software is delivered as a cloud, on-premise or hybrid solution to companies worldwide, in sectors such as financial services, iGaming, retail, transportation, health and digital media.