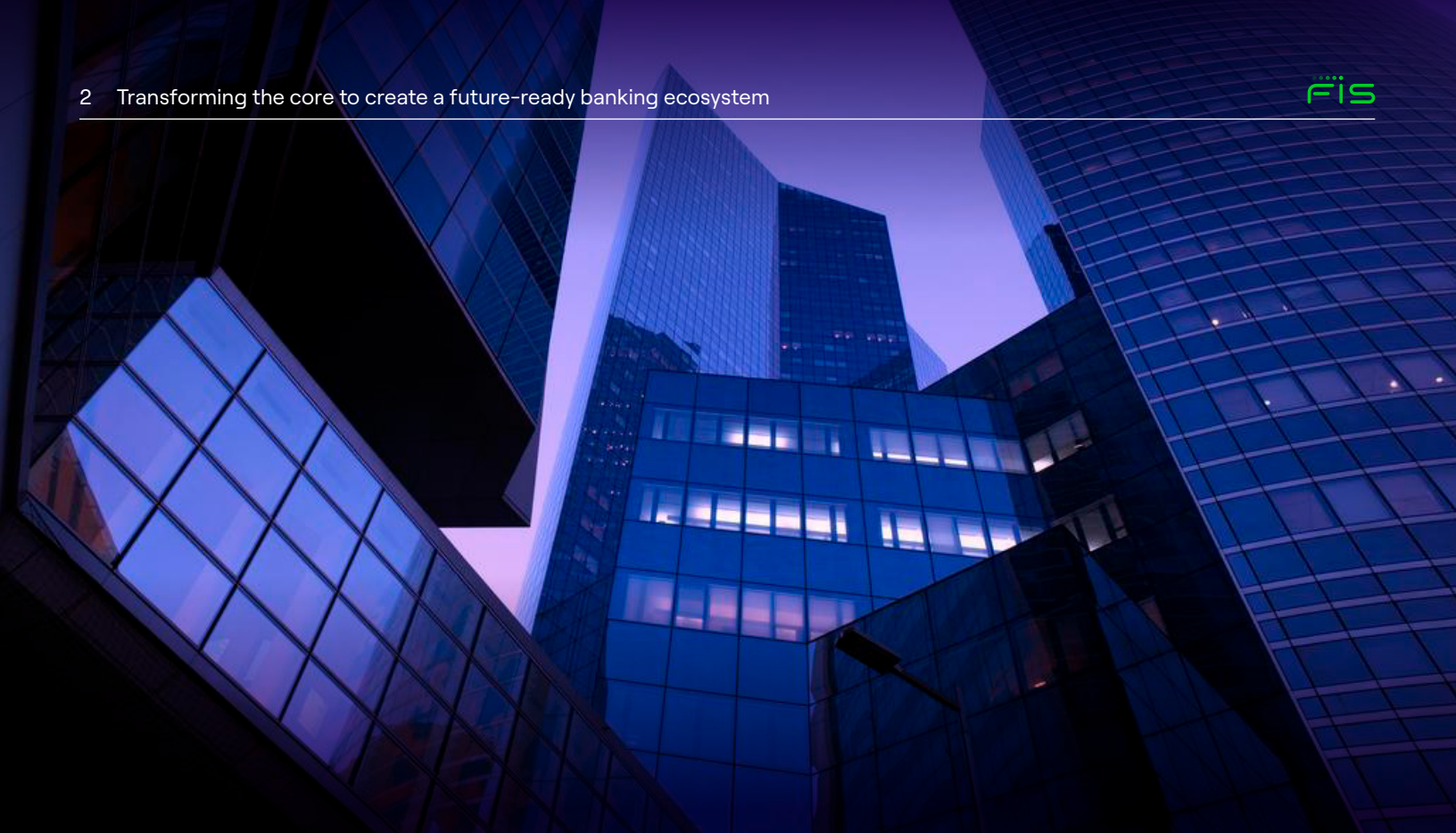




Client Story

Transforming the core to create a future-ready banking ecosystem

BIDV uses the FIS® Profile™ core banking system to unlock stability, flexibility and scalability



BIDV, the Joint Stock Commercial Bank for Investment and Development of Vietnam, founded in 1957, is the country's oldest and largest bank in the Vietnamese credit institution system. Serving over 22 million individuals and 500,000 businesses, it leads Vietnam's banking sector. In 2024, BIDV's pre-tax profit reached \$1.1 billion.

The bank provides a full range of financial services, including retail, corporate banking, insurance, and securities. Recognized as Vietnam's best retail and SME bank by Fortune, Forbes, and The Asian Banker, BIDV continues to drive financial innovation in the region.

Executing the vision

BIDV's vision for 2030 is to become the financial institution with the best digital platform in Vietnam, leading in the Southeast Asian region and ranking among the top 100 largest commercial banks in Asia. To achieve this goal, it needed to modernize its technology foundation to drive agility, enhance customer value, and secure its leadership position in Vietnam's evolving financial landscape.

In September 2023, the go-live process of the [FIS® Profile™ core banking system](#) was executed according to a planned scenario and schedule, marking the success of BIDV's largest IT project in the past 20 years.

BIDV selected the Profile core banking system due to several project objectives. First, it wanted to transition to a modern, API-driven, account-centric core banking architecture, which minimizes customer-facing service downtime during the replacement of core banking and payment systems. Modern platforms also ensure the stability of the entire IT system after conversion.

Second, this approach enhances flexibility and scalability, and simplifies the quick delivery of products and services. BIDV standardized the architecture of hundreds of external applications by integrating to the Profile core banking system.

And, third, FIS supports a co-development model, allowing BIDV to collaborate closely on the ongoing development of its core banking system.

At-a-glance:

Objective

Transform the core banking system to become the financial institution with the leading digital platform in Vietnam.

FIS solutions

[The Profile core banking system](#)

Results

Achieved highest STP rate and reduced time-to-market while minimizing downtime.

Impact

With the Profile core banking system, BIDV has:

- Reached an STP rate of 98%, the highest ever achieved for the bank
- Developed a solid foundation to diversify its product portfolios
- Completed conversion in 30 months, with only 16 hours of downtime

Here are some successes that BIDV has realized:

- BIDV’s payment platform leverages rule-based engines, machine learning and ISO 20022 structured data to deliver exceptional speed and accuracy. This powerful combination enables an STP rate of 98%, the highest ever achieved.
- BIDV gains a solid foundation to diversify its product portfolios, reducing time-to-market from 12 months to four to six months.
- The conversion to the Profile core banking system was the largest IT project in the Vietnam banking industry, integrating 102 apps across 1,084 branches, completed in 30 months – far faster than the typical four-year timeline for banks of its size. During go-live, downtime was just 16 hours instead of the usual three to four days, ensuring smoother online service delivery to customers.

“The FIS Profile core, with its modern architecture and open API connectivity, enabled BIDV to take control of its technology, providing an advantage in creating an ecosystem that serves and enhances customer experience, promotes digital transformation, improves product and service quality, and strengthens the bank’s position in the future.”

– Phan Thanh Hai, Senior Executive Vice President and CIO, BIDV

[FIND YOUR UNLOCK](#)

98%
straight-through processing rate

102
apps integrated across 1,084 branches

Money at rest. Money in motion. Money at work.™

The Profile core banking system sets the foundation for effective money management. Our **technology** powers the global economy across the money lifecycle.



Money at rest

Unlock seamless integration and human-centric digital experiences while ensuring efficiency, stability, and compliance as your business grows.



Money in motion

Unlock liquidity and flow of funds by synchronizing transactions, payment systems, and financial networks without compromising speed or security.



Money at work

Unlock a cohesive financial ecosystem and insights for strategic decisions to expand operations while optimizing performance.

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