

# State Bank of India

Driving innovation and growth in collaboration with CA Technologies

## CLIENT PROFILE

**Industry:** Financial Services  
**Company:** State Bank of India  
**Employees:** 270,000-plus



3,000

HACKATHON REGISTRATIONS



480

INNOVATIVE IDEAS  
SUBMITTED

## Pioneering a new era in banking

State Bank of India (SBI) has grown continually since its foundation in 1806, and intends to maintain its growth trajectory through innovation, digital transformation and leveraging emerging technologies.

As part of its commitment to innovation, SBI's Collaborative Innovation Centre (CIC) organized a hackathon to explore potential new banking technology solutions from India's developer and start-up community.

"Hackathons demonstrate SBI's keenness to support and collaborate with current and future entrepreneurs and innovators, and also enhance our image as an innovative and forward-looking organization," explains Sudin Baraokar, Head of Innovation at SBI.

The SBI Hackathon Code for Banks 2017 attracted 3,000 registrations from IT professionals and students, resulting in 480 ideas being submitted and 50 being shortlisted.

CA Technologies and its solutions played a key role in the bank's open hackathon. "With CA Technologies solutions, we were able to provide access quickly and securely for the hackathon not only to our own APIs but also our partners' – a first in banking – while ensuring compliance and a high level of performance for a demanding audience," comments Sudin.

### Delivering an open yet secure API ecosystem

State Bank of India (SBI) is the largest bank in India and among the world's top 40 global banks. Headquartered in Mumbai, it serves more than 400 million customers and has 24,000 branches in 36 countries.

“Service Virtualization has provided us with both flexibility and agility in delivering APIs to the end user, which was pivotal to the success of our hackathon.”

**Dhananjaya A. Tambe**

Chief General Manager (IT-Transformation, Collaboration & Marketing, State Bank of India)

The bank recognizes that to continue to grow in a changing world, it must collaborate with partners and innovators outside the company as well as upskilling its own people on emerging technologies. Having successfully run internal hackathons, SBI launched an open hackathon to foster greater collaboration and innovation.

“A lot of emerging technologies are API-based so we needed a secure yet open way of making our APIs available to external developers,” explains Sudin. “With CA Technologies solutions, we were able to create an agile API ecosystem without compromising security.”

Using CA Service Virtualization and CA API Management, SBI was able to virtualize and make its APIs available securely via the cloud during the hackathon and avoid the risks associated with providing access to its sandboxes. As no production data was used, the CA Technologies solutions also enabled the bank to quickly develop and provide access to new APIs as and when needed to support ideas being pioneered by the hackathon participants.

SBI also deployed CA Blazemeter to monitor the environment and ensure high levels of performance for the hundreds of participants. “CA Blazemeter helped to ensure that developers had a good experience of working with SBI, which is important for our reputation as well as for fostering future collaboration,” explains Sudin.

**Greater agility to support continued growth**

Following the hackathon, SBI has already formed new relationships with groundbreaking start-ups and individuals, which aligns with the bank’s strategy of enabling growth through innovation and emerging technologies.

The bank is currently working with and providing mentoring to the five winning teams to further develop their ideas. “By ensuring a successful hackathon, CA Technologies has enabled us to build new partnerships and solutions that will support future growth and competitive advantage,” comments Sudin.

SBI now plans to hold hackathons each quarter, some of which will be curated to pursue potential solutions in specific areas, such as digital payments. The bank will support developers and start-ups in bringing their new solutions to market by providing use cases and mentoring.

As the experience of SBI with CA Service Virtualization, CA API Management and CA Blazemeter has been satisfactory, the bank is now exploring with CA Technologies the use of other solutions in future hackathons.

“Our partnership with CA Technologies will help us to push the boundaries in banking and to take advantage of new technologies that improve the customer experience,” concludes Sudin.



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