

Is It Time for Banks to Rethink Their Digital Banking Platform?



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The Market is Evolving – and So Must the Approach

Over the past decade, the digital banking platform market has undergone a fundamental transformation. Once defined by large, monolithic core systems and incremental digital overlays, the market is now evolving into an **ecosystem of specialist vendors** – each contributing expertise across key areas such as customer experience, data analytics, payments, and regulatory compliance.

For many financial institutions, the old ‘back-to-front’ model – where transformation started with core systems – is giving way to a **‘front-to-back’ approach**. The new thinking starts with the customer experience and works backward, ensuring that every element of technology and process supports a seamless, intelligent, and context-aware interaction.

This shift has profound implications for **Tier 3–5 banks and building societies** in the UK. These institutions face growing pressure to offer digital parity with larger competitors and fintechs, while working within constrained budgets and legacy environments. Their customers increasingly expect intuitive, mobile-first, real-time banking experiences – yet traditional platforms are often too rigid or costly to enable such agility.



As a result, many smaller institutions are exploring **cloud-native, composable platforms** and **digital banking-as-a-service** solutions that offer enterprise-grade capability without enterprise-scale complexity or cost. This new generation of platforms is enabling small institutions to innovate faster, reduce operational overhead, and better serve their customers in a rapidly changing market.

Introducing dotConnect: Digital Banking Built for the Modern Era

In this evolving landscape, **dotConnect** represents a new breed of digital banking platform designed specifically with small banks and building societies in mind. dotConnect is a **cloud-native, cross-platform digital banking solution**, built from the ground up using **microservice architecture** to ensure agility, resilience, and rapid scalability. It is designed around the **customer experience first**, using **AI-driven cognitive services** to bridge the gap between customers’ lifestyles and how they interact with their financial institutions.



At its core, dotConnect enables banks and building societies to **deliver exceptional digital experiences** through a **fully managed SaaS model**, allowing institutions to focus on growth and customer engagement rather than technology maintenance.

Key Capabilities Include:



Omni-channel banking across mobile, desktop, and web portals for both personal and business customers



AI-powered digital assistant (chatbot) enabling users to perform banking operations via natural language and speech



Real-time data retrieval from the bank's backend systems



Advanced security with SQL encryption at rest, PSD2-compliant strong customer authentication (SCA), and federated identity management



Workflow orchestration for configurable business processes and faster innovation cycles

dotConnect's design philosophy is simple: **be lean, agile, and aligned to the needs of modern customers and their institutions.**

Positioning in the Market: dotConnect as a Challenger

The digital banking platform market is competitive, with well-known vendors offering strong customer experience layers and proven delivery at scale. However, these established players often come with **significant implementation costs**, complex integration paths, and less flexibility for smaller institutions that require bespoke support.

dotConnect positions itself differently — as a '**Challenger**' in this landscape. Its value proposition rests on five key differentiators:

Strength	dotConnect	Competitors
Architecture	Cloud-native, microservice-based, agile	Often layered over legacy frameworks
Cost Efficiency	Competitive SaaS pricing suited for small institutions	Premium pricing geared toward Tier 1–2 banks
Delivery Speed	Proven ability to deploy quickly and iteratively (approx. four months implementation)	Lengthy implementation timelines (approx. nine months implementation)
Vendor Support & Partnership	High-touch, collaborative engagement with clients	Standardised support models
Cultural Alignment	Works closely with institutions' teams, adapting to their needs	Less flexible engagement models

Delivery Speed:

4 months

dotConnect

Competitors

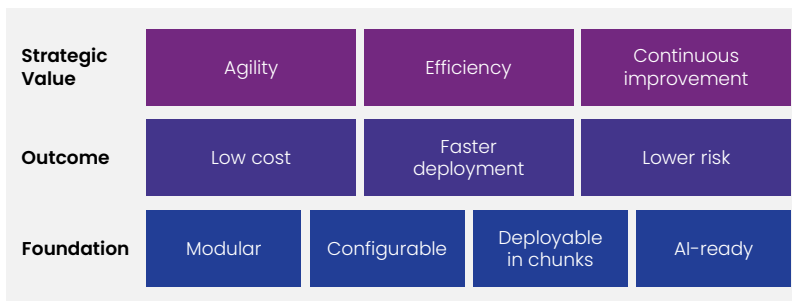
9 months

Deep Dive: dotConnect's Process Orchestrator

dotConnect has developed a **bespoke, AI-ready process orchestrator** designed to streamline and automate complex banking workflows within its platform.

The orchestrator is **modular**, enabling banks to deploy and extend functionality incrementally rather than through large-scale implementations. It is **fully configurable**, allowing clients to adapt workflows, rules, and integrations without vendor involvement. Through **phased implementations**, it **de-risks transformation projects** by ensuring control, transparency, and measurable progress toward long-term goals and ensuring that the project stays on budget.

These capabilities deliver key benefits: **lower costs, faster deployment, and greater flexibility to adapt to change**. The result is a **more agile, efficient, and intelligent banking operation**—driven by automation, insight, and control.






Customer Success: Proving the Model in the Real World

UK financial institutions partnering with dotConnect have achieved tangible results in transforming their digital channels.

In one case, a bank worked with dotConnect to design **customer-centric mobile and online experiences**, tailoring workflows and journeys to meet evolving consumer and regulatory demands. The outcome was a **significant rise in digital adoption**, faster adaptability to market change, and a **trusted, collaborative partnership** with a vendor that delivers.

Another bank achieved the following results through its partnership with dotConnect:

-  More than **3,000 customer acquisitions in one day** with 85% straight through processing
-  **Zero Unplanned downtime** over the last 36 months
-  **50% reduction in development cost and delivery time** for bespoke developments compared to legacy approaches

Across these engagements, dotConnect's **cloud-native, scalable architecture** and **partnership-led approach** have enabled clients to modernise quickly, meet **PSD2 and SCA requirements**, and deliver the seamless digital experiences today's customers expect.

Conclusion: A Platform Worth Considering

As small banks and building societies re-evaluate their digital strategies, the need for **cost-efficient, agile, and customer-centric platforms** has never been greater. The market is shifting toward platforms that can adapt, scale, and innovate without the overhead of traditional systems. **dotConnect** stands out as a credible and capable alternative in this new era — blending cutting-edge technology with practical affordability and a deep understanding of the UK banking landscape.

For any institution undertaking a **digital banking platform selection**, dotConnect should be a key part of the evaluation process.



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At Quantum Six, we specialise in helping banks, building societies, and fintechs navigate complex transformation decisions – from strategy and vendor selection to implementation assurance and operational readiness.

Our consultants bring deep sector knowledge, extensive delivery experience, and an independent perspective to ensure clients make technology choices that drive real business outcomes.

If your organisation is considering a new digital banking platform or evaluating vendors, we can help you design and manage a selection process that balances innovation, cost, and risk.

Contact us: info@quantumsix.com

Learn more: <https://quantumsix.com/>

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