



SEPT 22 - 24, 2026 | NAIROBI, KENYA

From Open Finance to Intelligent Banking: A Unified Control Layer



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KEY QUESTION

Why focus on control?



WSO2's Commitment to the BFS Sector

30%

of our Global Revenue

Corporate APIs

Powers mission-critical operations for 200+ banks and FIs of all tiers in every region

Trusted by the Largest Banks Globally

Used by Banks with \$3 Trillion+ in assets for daily mission critical operations. We can scale with you through your growth.

1/3rd

of our Customer Base

Open Banking Expertise

Deep Open Banking Experience across all continents from the inception of Open Banking

Comprehensive Standards Support

Supports ISO 20022, ISO 8583, SWIFT MT, BIAN, FDX etc;



What connects to a bank keeps expanding



The control has not expanded with it

01

Decided in every channel

Who may do what is answered again in each channel and each vendor platform.z

02

Rules buried in code

The policy is an if statement inside an application, not an artefact anyone can read.

03

Evidence scattered

Proof of who authorised what sits in systems the bank will replace within a decade.

04

Simple & outdated controls

New and improved security and other control mechanisms are not in use.

CONTROL LAYER IMPERATIVE

Each of the new actors participating in the bank needs the control layer to be updated so that the new attack vectors and compliance issues introduced can be covered.

AGENTIC CAPABILITY RISK

Even older actors are now at risk if controls are not updated since the external actors now can have agentic capabilities.

Banking Reference Architecture

Customer Channels & Touchpoints

Web
+ AI Agents

Mobile
+ AI Agents

Branches
+ AI Agents

Corporate & External Ecosystem

Corporate Apps
+ AI Agents

Third-Party Apps
+ AI Agents

Govt Services
+ AI Agents

WSO2 PLATFORM

Omnichannel Governance

Open Banking

Trusted AI Governance

Abstracted Core

Systems of Record

Core Banking

Loan Origination

Trade Finance

Card Management
System

Risk & Compliance

Three modular reference architectures. One unified platform.

Plug and play. Reuse what you already have.

01

Omnichannel Control

One plane to govern all traffic to and from channels, one identity across every channel, channel-aware observability.

Support for modern authentication and access management standards.

02

Open Banking Control

Securely and confidently expose banking capabilities to external applications.

Distilled from a decade of Open Banking implementations.

Monetization, automated onboarding, consent and financial grade security built in.

03

Banking AI Governance

The control plane your bank needs to take your AI use cases to production.

Manage internal and external agents, establish first-class agent identity, enforce agentic data access controls, and apply agent-specific LLM governance.

REFERENCE ARCHITECTURE 1

Unified omnichannel control

Unified control layer for channel access to the bank. Pre-built reference architecture.

One API contract across channels

Standardised and composable, so a new channel is not a new integration.

Omnichannel CIAM

One ID across every channel, with workforce identity alongside it.

Policy at the gateway

Throttle, secure and control access, with policy applied per channel.

Modern login journeys

Adaptive authentication, CIBA and passwordless, tuned per channel.

Channel-aware observability

Governance and evidence held centrally rather than per channel.

Consent, eKYC and a 360 view

Privacy consent built in, one onboarding path, one customer across business units.

REFERENCE ARCHITECTURE 2

Unified open banking control

Unified control layer for all external access to the bank. Pre-built reference architecture using learnings from Open Banking implementations across the world.

API marketplace with automated onboarding

Third party registration with approval workflows, not code per partner. API Marketplace with subscriptions based on approvals.

Financial-grade security and consent

OpenID Financial-Grade API Security certified. Consent management built-in. Message signing/encryption supported.

Standard-aligned APIs

APIs from standards like US-FDX and UK-OBIE built in. Make required changes to it instead of building from scratch.

Monetisation built in

Access as a priced product, metered per consumer. Enables different monetization models for API products.

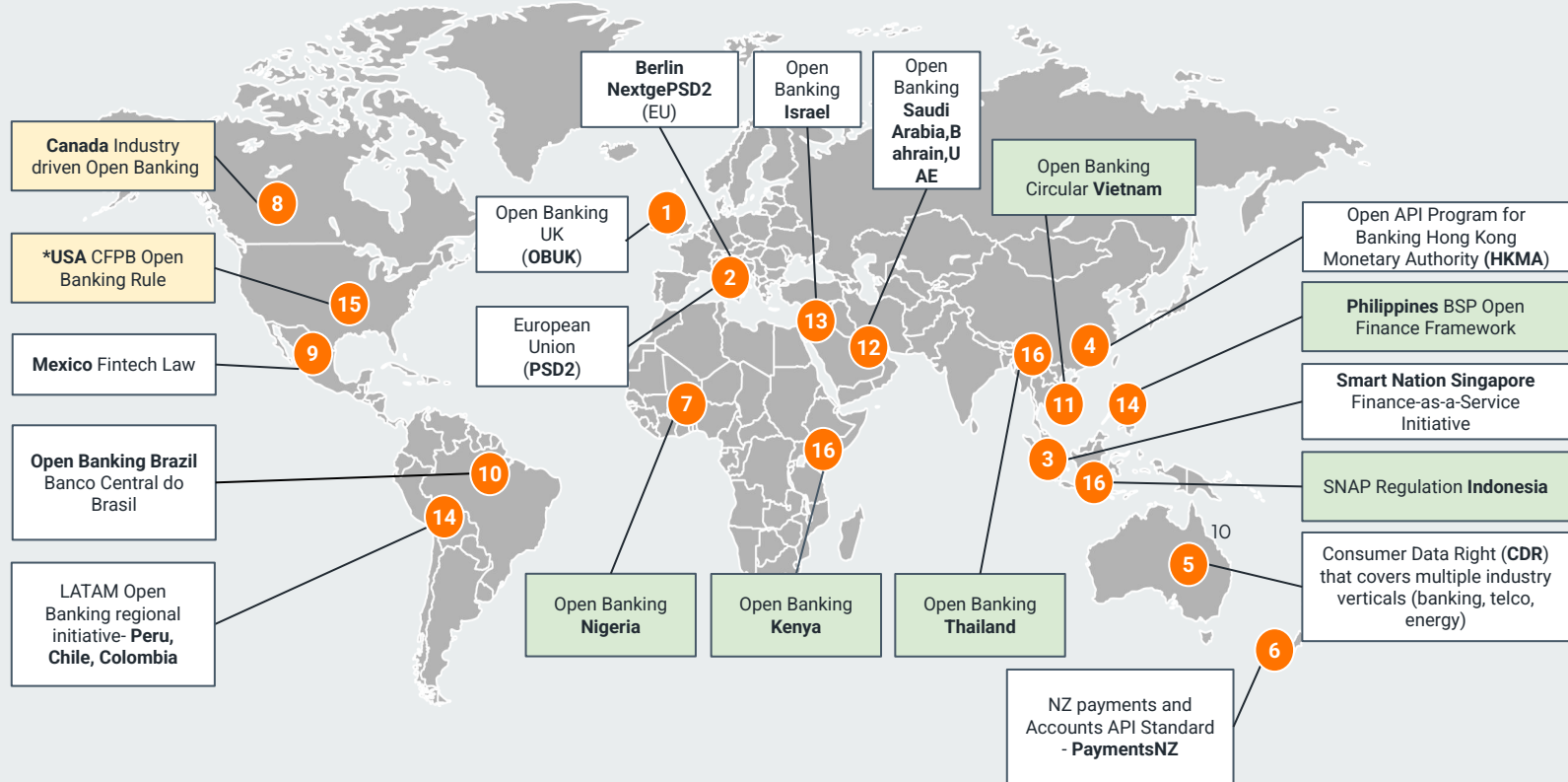
Accelerators and portals

Use-case specific starting points to build upon.
Eg. Corporate customer ERP integration

Modular

Take the components the bank needs from the reference architecture, reuse what is already running.

Global Open Banking Experience



Global Bank Monetised it's APIs with Open Banking for Embedded Finance

The Challenge

- Non-banking applications are looking to provide innovative capabilities to their users that typically will require a banking license.
- For example, an ecommerce platform requiring to create wallet implementation so that buyers as well as sellers can top-up, make purchases, process refunds/store credit easily.
- There were many similar requirements in the market where a bank can participate in. Some of these use cases have an early mover advantage since they mostly require this capability with one bank only.

The Solution

- The bank used the Open Banking platform FOR compliance and they created API products targeted at these specific entities based on their requirements.
- The security standards used in Open Banking ensured that these use cases are delivered securely. These partners were able to onboard with the banks fast as well due to the Open Banking capabilities.
- Taking the wallet use case, when a wallet is created in the ecommerce platform, an account gets created in the bank. Rest of the wallet activities are then processed by the bank

Banking AI Governance

Three AI agent use cases banks are exploring

1 • BACK OFFICE

Internal efficiency

Underwriting support, reconciliation, exception handling, KYC document review, complaint triage.

Dominates today, because an employee reviewing the output catches the mistake.

2 • IN CHANNEL

Customer experience

Support assistants that resolve rather than deflect, advisory agents, adaptive onboarding.

Where retention lives, and where a mistake is visible to the customer and the regulator.

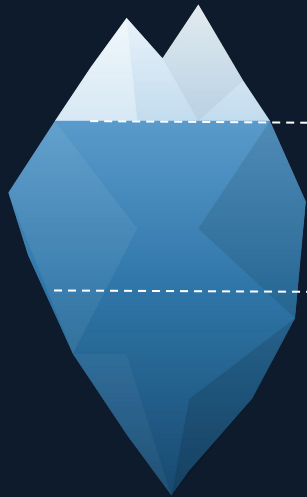
3 • EXTERNAL

Agents arriving at the bank

A corporate customer's agent consuming the bank's MCP to make its own decisions.

Growing fastest, and the category most banks have not planned for.

WS02 Agentic Enterprise Fabric



Build

Agents, copilots, workflows, AI-enabled applications. Visible, and the easiest part. A capable team ships a convincing prototype in weeks.

Connect

APIs, governed tools, MCP servers, knowledge and systems of record. A bank with a mature API estate starts here with a real head start.

Control

Identity and attribution, gateway policy over model and tool traffic, observability and evaluation, guardrails, agent lifecycle. Where programmes stall.

Most banks have made real progress on build and connect. The rest of this session is about the third one.

REFERENCE ARCHITECTURE 3

Banking AI Governance

Unified control layer for all agentic use cases in the bank. Pre-built reference architecture.

Agent Controls

Lifecycle management, runtime execution guardrails, rate limiting, and kill-switches to maintain explicit control over autonomous agent actions. Open telemetry based standard observability.

Agent to LLM Controls

Gateway policy enforcement over model traffic, prompt safety guardrails, PII masking, model routing, and token cost optimization. Banking specific guardrails built in.

MCP and A2A Interfaces

Backoffice agents will be exposed as A2A proxies. Internal system APIs and workflow APIs will be exposed as MCP tools. Access controls and policy enforcements will be in place. Eg. Endpoints like payments can request user consent via attribution.

Agent Identity

Internal agents built by the bank, agents purchased by other vendors and agents connecting from external parties will have their own first class identity. Every action can be traced back to this ID.

Deterministic Consent/Intent Management

Deterministic consent management for human present, human not present and human in the loop flow variants. Consent can be revoked. Complex use cases like payments are supported.

Prebuilt banking agent reference implementations

Agent reference implementations that can be modified and used in banks. Both internal efficiency and channel use cases covered.

HOW IT GETS BUILT

Build it once, not use case by use case

Once, against a long term view

So every agentic use case that follows inherits the layer rather than rebuilding a local version of it.

Deployed where you require

Including the hybrid pattern most banks prefer, with a managed control plane and gateways and data planes inside your own perimeter.

Modular, not a replacement

Integrates with the identity, API monitoring and other systems already running. Take only the components you need.

The banks that reach production first will not be the ones with the best models. They will be the ones whose risk teams said yes.

Banking Reference Architecture

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NEXT STEPS

How We Can Engage

Let us know the area you are interested in, and we can organize dedicated sessions to support your journey.

01. Deep Dive Session

Organize an interactive deep dive session into the reference architecture tailored to your enterprise landscape.

02. Use Case Demo

Conduct a live demonstration focused on your specific high-priority use cases and operational flows.

03. Proof of Concept

Execute a targeted Proof of Concept (PoC) to validate feasibility and value within your own perimeter.

Reach out to select your focus area and schedule the first technical session.



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Thank You!



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Learn more:

Agentic AI in Banking: The
Control Layer Standing
Between Pilot and
Production



Connect on LinkedIn for
updates on WSO2
applications for BFSI

Core Decoupling

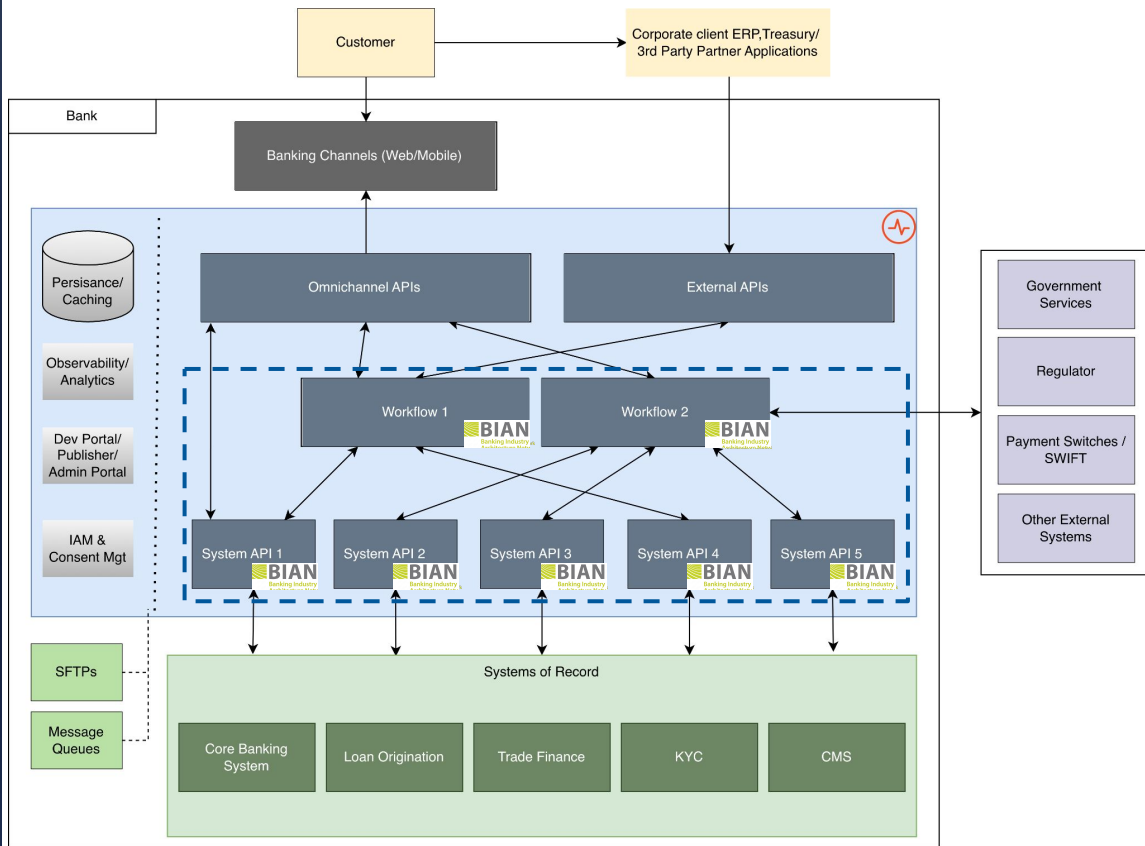
Decouple the core – Modernize without replacing existing core systems.

Standardize integrations – Provide a common API, simplify connectivity reducing custom integration effort.

Reduce vendor lock-in – Create an abstraction layer that allows core banking systems to be upgraded or replaced with minimal impact on consuming applications.

Accelerate delivery – Reuse standardized services to launch faster.

Future-proof the architecture – Establish a composable, interoperable, agent-readable and standardized foundation, making it easier to adopt new technologies.



Omnichannel

Standardized, composable and unified apis across channels.

Throttle, secure and control API access, apply policies based on channel.

Channel-aware observability and governance.

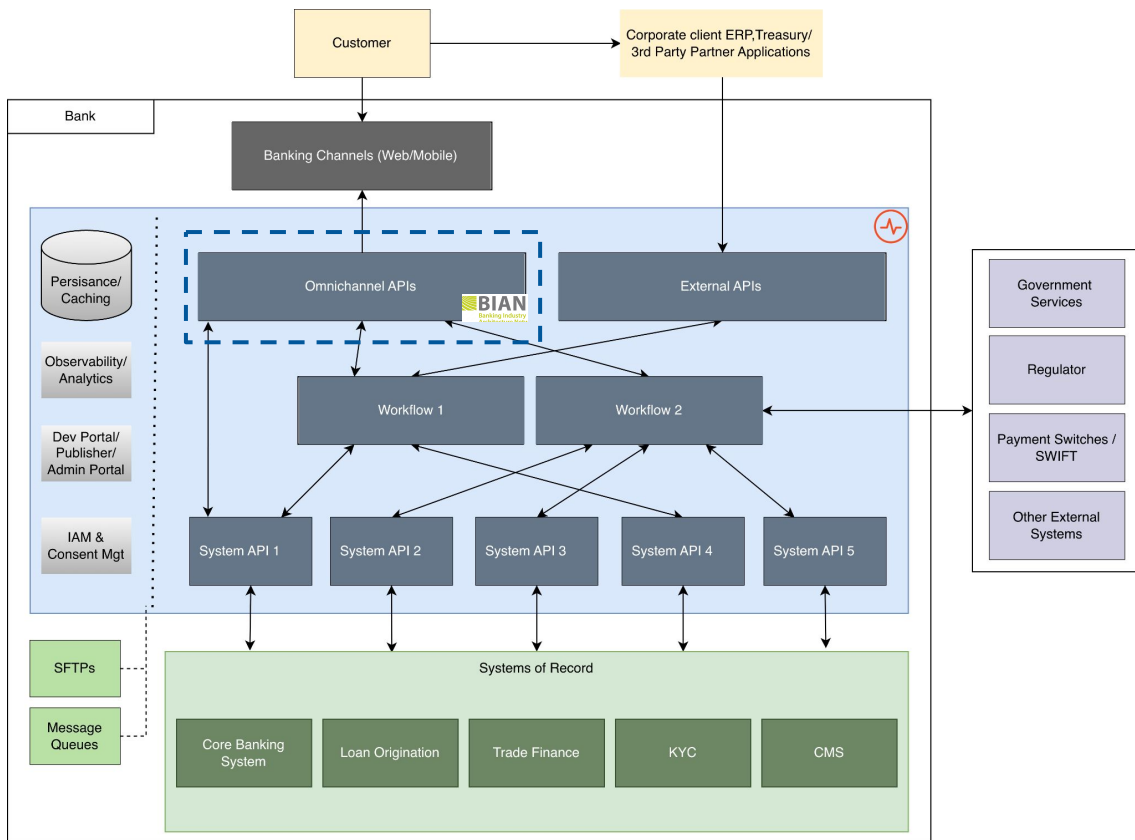
Omnichannel CIAM - Unified logins across all channels for a seamless 'One ID' journey.

Consent management built in for data privacy regulations.

360 view of customers across channels and business units.

Unified eKYC for onboarding.

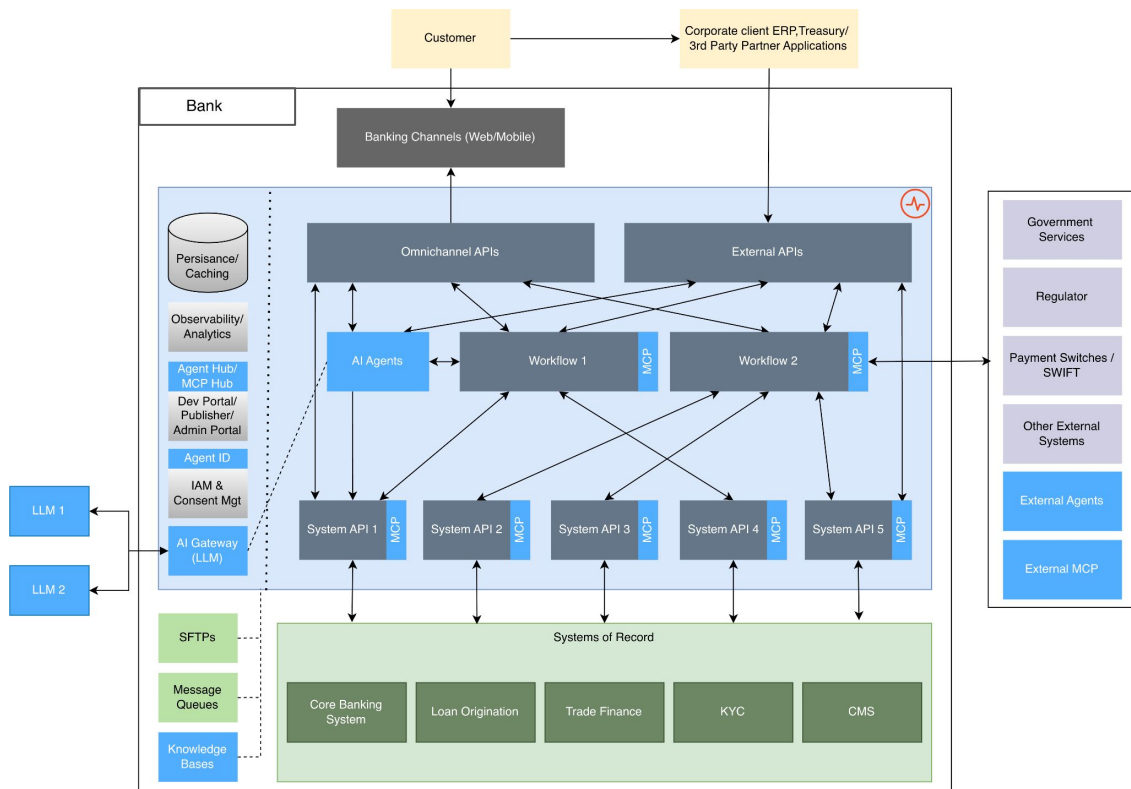
Channel specific, modern login journeys and experiences with adaptive authentication, CIBA and passwordless.



AI for channels

Use case: Conversational Banking agent

- Can deploy in any banking channel.
- Agent can work in 2 modes
 - User present - conversational (eg. User enters "transfer X amount to John").
 - User not present - conduct tasks when the right conditions are met (eg. User enters "transfer X amount to John when my balance increase over Y amount").
- Deterministic consent management protected by Verifiable Intent standards.
- Human in the loop flows with CIBA supported (eg. When balance is over Y, user consent prompted).



Banking Platform for External Partners

Automated onboarding with approval workflows

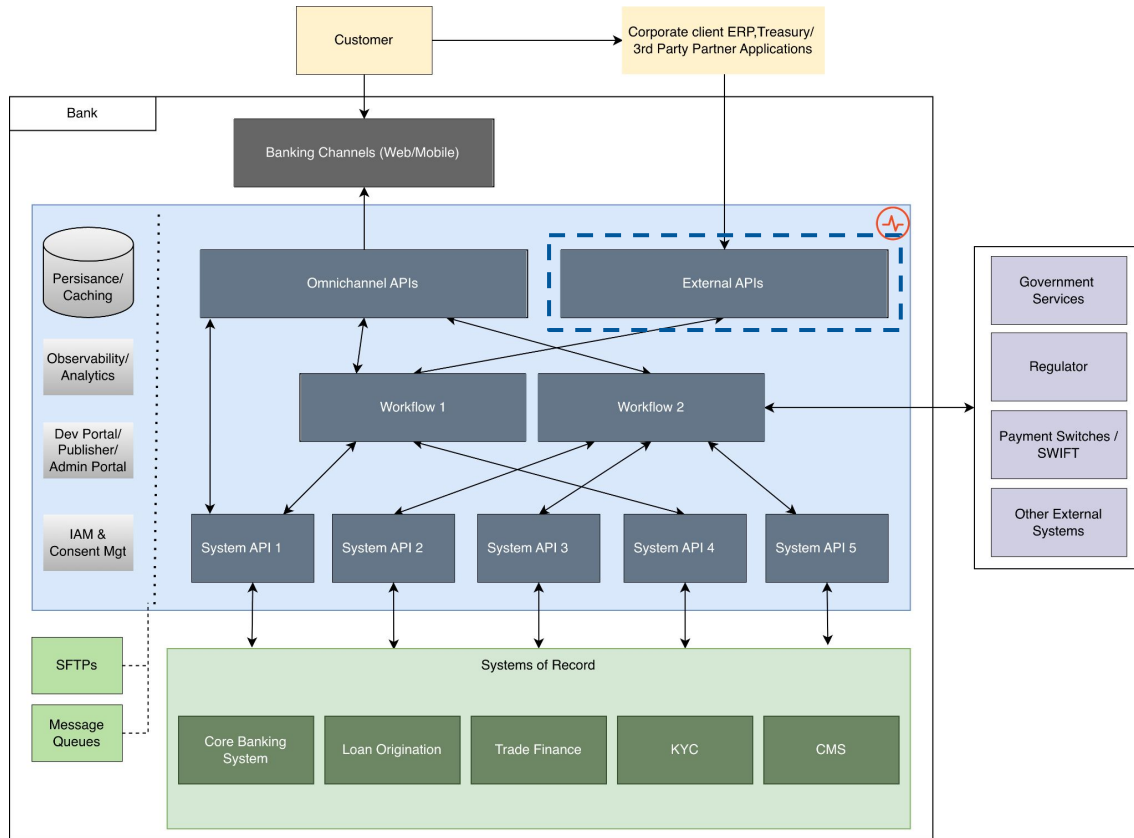
Standardized, composable unified apis (FDX, BIAN, etc.)

Build fast with use-case specific accelerators/portals from WSO2

Financial-Grade API Security and consent management

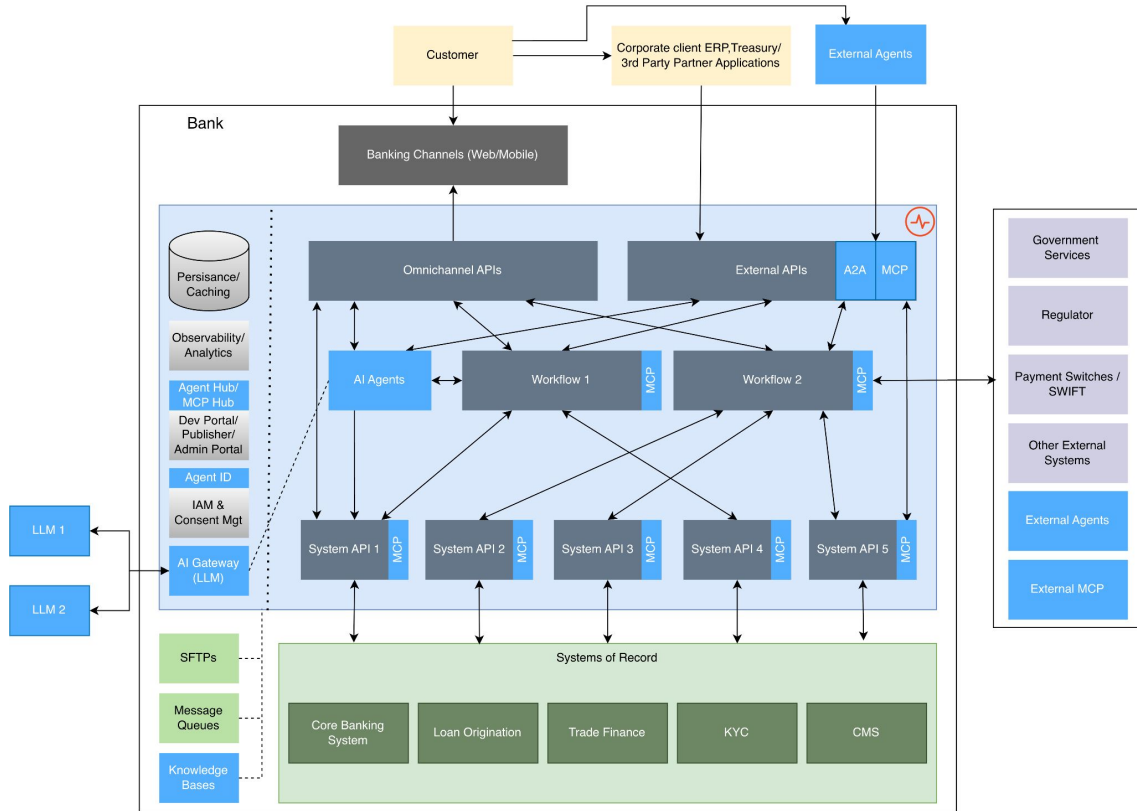
Monetization built-in

Modular - get only the components the bank needs.
Re-use what is available.



AI Ecosystem Modernization

- Provide access to your agents and MCP externally. Third-party agents will be talking to your agents or consuming MCP tools.
- Advanced user authentication with consent management and human in the loop approvals supported.
- Agent and MCP discoverability with Agent and MCP hub.
- Pre-built financial use cases and reference architectures such as AP2 and Verifiable Intent. More standards on the way!



AGENTIC CONTROL

Four types of control

Agent to LLM Governance

MCP servers, API tool endpoints, and agent-to-agent (A2A) interfaces

Foundation Model

LLM

Reasoning & language intelligence

Execution Engine

AI Agent

Other systems in the bank

Agent Identity **GOVERNANCE BOUNDARY**

Tools / Other Agents

MCP servers, API tool endpoints, and agent-to-agent (A2A) interfaces

Agent Identity

The identity of the agent in interactions with other systems in the bank

Control over the agent itself

MCP servers, API tool endpoints, and agent-to-agent (A2A) interfaces

Control over the agentic data access layer

MCP and A2A proxies govern what tools an agent can discover and invoke, with an MCP hub for controlled publication of banking capabilities to internal and external agents.

Need for Control in Agentic AI

85%+

PILOT STAGNATION RATE

Of enterprise AI and agentic pilots fail to transition to production due to missing governance, compliance, and security guardrails.

90%

EXECUTIVE CONCERN

Of banking technology leaders cite lack of granular control, attribution, and auditability as the primary barrier to AI agent adoption.

\$500K

SUNK PILOT COST

Average capital wasted per stalled AI pilot when control frameworks are retrofitted late rather than built-in by design.

