

**BANKER'S
LOUNGE**
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BFI Diploma



Digital Transformation

- • What is the Digital Transformation ?
- Digitization - Digitalization
- The generic definition is to transform the way of running your business from traditional business to a new digital aware and successful business.
- • But the exact definition for an organization will be defined based on each business nature and current pains that business is suffering.



- ♦ “Think of digital transformation less as a technology project to be finished than as a state of perpetual agility, always ready to evolve for whatever customers want next, and you’ll be pointed down the right path.”



The Main Elements of the digital Transformation

- ♦ People

Within the digital transformation journey to have
Save a qualified employee to meet the DT

- ♦ Process

It means the clear current process to be automated

- ♦ Technology

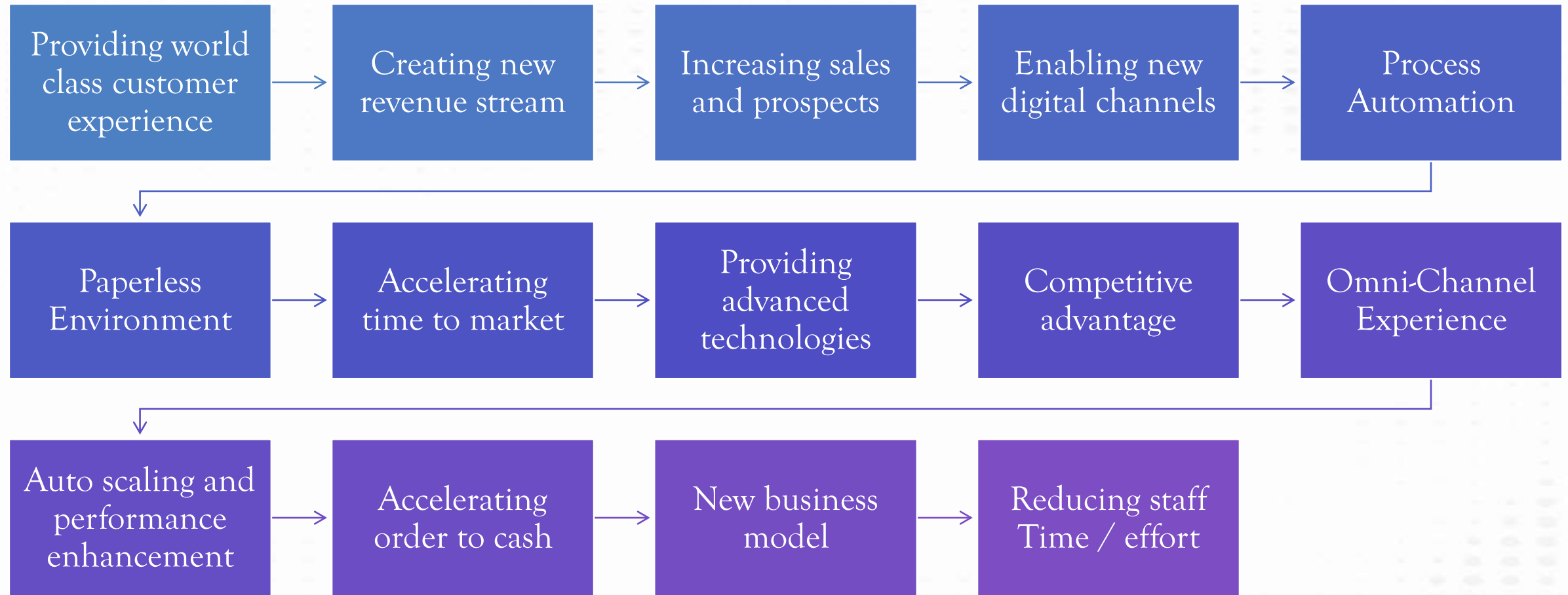
It means the upgraded technology such as Software
Servers , cloud computing and Platform



WHY DIGITAL TRANSFORMATION FOR ORGANIZATION?



**DIGITAL
TRANSFORMATION**





Key Elements to a Successful Digital Transformation



DT roadmap is
part of company
Strategy?

Who is leading
DT in the
organization?

Did the
company culture
changed?

Is there a new
mindset /
Awareness ?

Is it big bang or
phased
approach?

Did organization
chart change or
not?

Do I know my
competitor?

Is DT strategy
clear to
everyone?



COMMON MISTAKES IN DIGITAL TRANSFORMATION

Technology
upgrade is not a
transformation

Big Bang
transformation
will fail

No Management
Support to
Digital team

War between
digital and legacy
teams

Unqualified
technology
partner

Expectations is
not meeting
reality

Misalignment
between Business
and Technology



digital transformation framework

- What is the Digital transformation framework ?
- The Main Key elements of the digital transformation framework
- The organization Strategy
- Customer experience
- Customer awareness & Trust
- Social
- Culture and Environment
- Budget approximately
- ROI (Return of Investment)
- Business case Scenarios



- ♦ Digital transformation is about much more than just updating a company's technology.
- ♦ In order for the process to be effective, any tech solutions have to go hand in hand with changes in the organization's internal processes and business model. To ensure such changes are successfully implemented at every level of the company, it helps to have a well-defined plan that everyone, from the leadership to the lower-level employees, can refer to and help execute. This is where a digital transformation framework comes in.
- ♦ Let's take a closer look at the digital transformation framework: what it is, its principles, and how it works. We'll also consider examples of the various frameworks.



What is the digital transformation framework

- ♦ Digital transformation framework explained
- ♦ A digital transformation framework is a system of rules an organization establishes to guide it through the transformation. It's a step-by-step blueprint for managing change, which makes the complex DX process easier to handle. It defines the goals and draws a path to achieving them across a company. The framework can be the element that makes or breaks the digital transformation. That's why it's so important to understand it and learn how to implement it before embarking on the DX journey.
- ♦ There are many different DX frameworks, many of which have been developed by consulting companies. Some are more straightforward and others more complex.
- ♦ a digital transformation framework is to a set of tools / activities used across the organization that guide all department and stakeholders to elaborate the digital transform journey and desired target.



Digital Transformation Framework Elements



Project Management process

- ♦ Initiation
- ♦ Planning
- ♦ Monitoring & Pilot
- ♦ Executing / Production
- ♦ Closing



E-Wallet

- ☐ E-wallet Scope of work
- ☐ E-Wallet Services
- ☐ E-Wallet Benefits



E-Wallet Product (SOW)

• What Is the E-Wallet :

Smart Wallet app changes the way payments are made. With Smart Wallet you can easily pay and buy directly through your mobile

which is used for the financial transactions made online through smartphone , E-wallet needs to be linked with the individual's bank account to make payments



Smart Wallet Benefits/Services :

Wallet Cash in	Delete payment instruments	Wallet Cash Out	Wallet Bill Payment
P2P Wallet Transfer	P2M Wallet Holder Initiated Purchase Transactions (QR Code)	Wallet Balance Inquiry	Registration in Bank Branches
Batch Registration	Manage / Add payment instruments	Delete payment instruments	Wallet MPIN Change / reset Password
Favorites Management	Bulk Payments	Payments History	



1. Registration in Bank Branches :

- Customers can easily and quickly register for the service by visiting the bank branches to fill the application and submit the National ID Copy. After the registration, the customer will receive an SMS to download the wallet application along with the account credentials Branch registration will be done through a web portal that will be provided by Payment Facilitator working on Maker-Checker basis.
- Wallet System will validate linking Account/Card with Bank system before linked payment instrument in wallet vault.



2. Batch Registration

- Bank operations team can easily and quickly register multiple users using batch upload function in the TMS stating the customer profile name predefined by the Bank. The app was tested for 1000 records file with no issues while to be tested on accepting 10000 records per time in the UAT phase as business requirement.



3. Manage / Add payment instruments

- ♦ Wallet holder will be able to add his payment instruments (Bank Account/Card) via Bank authorized CSR using Wallet portal, using Wallet application to allow Wallet holder to account value load wallet by debiting Payment instruments to Cash in Wallet account.
- ♦ Wallet System will validate Payment instrument before adding to Wallet vault, and Wallet system will manage to notify Wallet holder of adding payment instrument.
- ♦ ☐ - *Add Payment Instrument via Bank Agent*
- ♦ ☒Account ☐Debit ☐Credit
- ♦ ☐ - *Add Payment Instrument via Wallet*
- ♦ ☒Account ☐Debit ☐Credit



4. Wallet Cash in

- ♦ Cash In through ATM

➤ The cash in and Cash out from ATM flows will follow the proposed flow of interoperability as mandated by EBC in the CBE role book.



5. Delete payment instruments

- Wallet holder will be able to delete linked payment instruments via Wallet, where Wallet
- System will manage to delete payment instruments in Wallet vault, and Wallet System will
- manage to notify Wallet holder of deleting payment instrument status.
- ☒ - *Delete Payment Instrument via Bank Agent*
- ☒Account ☐Debit ☐Credit
- ☒ - *Delete Payment Instrument via Wallet*
- ☒Account ☐Debit ☐Credit
- ☒ - *Wallet Account Value Load AVL via Payment instruments*
- Wallet holder can use Wallet to load Wallet account direct using linked payment instruments in wallet Vault.



7. Wallet Bill Payment ;

- ♦ Conveniently and securely, the Wallet Holder can pay their bills, donate, and top-up their mobile phones and other services from their phones offering convenience to customer experience .

- ♦ **Main Category ;**
 - Telecom & Internet
 - Utilities
 - Insurance
 - Tickets & Tourism
 - Online Payments
 - Donation



8. P2P Wallet Transfer

- ♦ P2P Money Transfer to Registered Wallet
- ♦ P2P Money Transfer Not-Registered customer

➤ Wallet holders will be able to transfer money from their wallets to any wallet with a click of a button Transfer recipients will receive the transfer in their wallets instantly anywhere in Egypt.



9. P2M Wallet Holder Initiated Purchase Transactions (QR Code)

- ♦ Wallet Holder will be able to initiate purchase transactions to pay for products and services electronically by transferring the funds to the merchants instead of using cards. Bank will be able to configure the fees on transactions to be deducted from the merchant



10 . Wallet Balance Inquiry

- Balance amount will always be available to the customer in the home screen after login using MPIN
- ♦ **Wallet MPIN Change**
 - Wallet solution allow wallet holders to change wallet MPIN
- ♦ **Reset Password process**
 - In case the customer forget his M-Pin the customer can auto reset his M-Pin through entering valid bank card along with valid card PIN and if the customer has no linked card to contact the call center, the option will be assessed to be part of phase 1, if not, it will be in phase 2



11. Favorites Management

- Wallet solution allow wallet holders to add, update and Delete Favorites payments (My Friends, myBills, my Merchants, My cash out etc.)

12. Bulk Payments “Basket”

- Wallet solution allow wallet holders to select multiple favorite's payment to be paid as one payment request.

13. View Wallet Account History

- Wallet application will allow Wallet holders to View and query transactions Submitted on Wallet account.



E-wallet Benefits

reduce fraud cases , due The data stored in **mobile** wallets is encrypted

Increasing Bank revenue

Achieve the cashless society

Reduce the robbery cases

Saving cost & time

E-money can be used anytime, anywhere

Electronic transactions are carried out instantly, eliminating problems



Blockchain

- ♦ What is the blockchain ?
- ♦ What does a blockchain do ?
- ♦ The benefits of blockchain.



What is Cyber security?

- ♦ Cyber security is the **application of technologies, processes and controls to protect systems, networks, programs, devices and data** from cyber attacks. It aims to reduce the risk of cyber attacks and protect against the unauthorized exploitation of systems, networks and technologies.
- ♦ Protects confidential information from cyberattacks on company's digital channels or internal computer networks.



What is Cyber security?

- ♦ Digital transformation has proliferated across many business sectors. Corporations are harnessing the underlying technologies to automate processes, mine data, pivot to new markets, reduce costs, or tailor services to client preferences. For example, the hotel industry is digitally transforming the business model to improve energy efficiency, characterize customer trends, and improve their guests' experience. Economies of scale and technological advances in artificial intelligence, Internet-of-Things (IoT), cloud computing, 5G infrastructure, and processing power have catalyzed strategy adoption. These technological advances have decentralized computation, increased data traffic density, and reduced non-recurring costs. Analysts project digital transformation spending to exceed \$1.2 trillion by 2022. According to a report, Ericsson, the Swedish telecommunications manufacturer, projects 3.5 billion wireless sensors transmitting data. Additionally, KPMG reports that digital transformation will drive the greatest paradigm shift in the first half of the decade.
- ♦ Digital transformation also increases cyber-risk. Digitally transforming businesses do not understand the full scope needed to protect their enterprise network and the assets on these networks. Hackers, ranging from lone wolves to criminal organizations, penetrate the network for financial gain, geo-political ends, or credibility. Potential consequences include financial loss, compromised credibility, and injury or death. Recent examples include the Colonial Pipeline, ethical hackers who compromised a Jeep Cherokee, and the cyberattack on JBS, a large meat supplier in the United States. Recent news headlines highlight increased hacking activity across many sectors. In addition, surveys and independent security audits have uncovered underlying trends across many sectors that increase IoT cyber risk. Design strategies, management policies, and awareness compromise the security posture for digitally evolving businesses

Cybersecurity Definitions

- ☐ Virtual Private Network(VPN)
- ☐ IPAddress
- ☐ Port Securitykeys
- ☐ Firewall Hacker
- ☐ Malware
- ☐ Virus
- ☐ Ransomware
- ☐ Spyware
- ☐ Phishing
- ☐ Encryption
- ☐ Security certificate
- ☐ EthicalHacker
- ☐ Pen Tester
- ☐ Man In the Middle



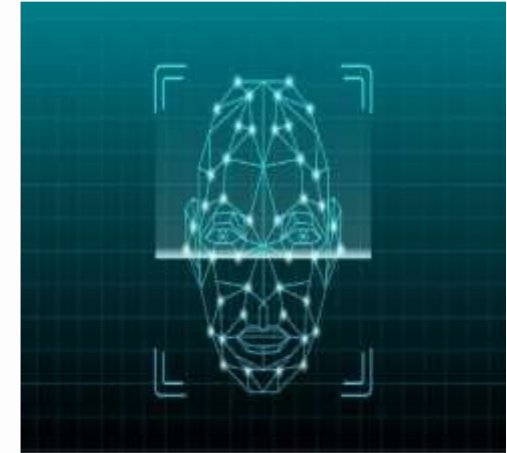
Biometric Identification



Finger print



Voice Recognition



Facial Recognition



Thank You!

