***GAP ANALYSIS FOR A NEW MOBILE BANKING APP***

| **AREA** | **CURRENT STATE** | **DESIRED STATE** | **GAP** |
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| **FEATURES** | Basic banking functionality | Advanced financial management tools | Lacks advanced feature like budgeting and investment s |
| **SECURITY** | 2FA and biometrics | Advanced card detection and secure virtual cards | Missing high and security features |
| **UI/UX** | Outdated design and minimal focus on aesthetic | Modern, visually appealing, customizable UI | Design overhaul needed |
| **CUSTOMER SUPPORT** | In app support with slow response Times | AI chatbot and voice assistant integration | Need for faster and automated customer service |
| **PERFORMANCE** | Lags during peak hours | Optimised for high performance with minimal lag | Requires system upgrades and better performance |
| **DEVICE COMPATIBILITY** | Available only on IOS and Android | Support for tablets and wearab lens and smart TV s | Needs expansion to other devices |
| **Notifications** | SMS and email alerts | Real time push notifications with customisation | Lacks real time and flexible notification |