

Application name: Al Rajhi

Al Rajhi bank application is the banking application in the Kingdom of Saudi Arabia. Since its launch, the application has sought to meet the needs of customers by providing a variety of banking services that include transfers, bill payments, and investments.

Programs purpose:

The purpose of Al Rajhi application: Its purpose is to be able to preserve money and the method of transferring it safely for everyone. Users face some problems and it solves them:

- Some banks are complicated when creating accounts and cashing a bank card, but the Al Rajhi application makes it easy to create a bank card through the phone only and receive the card from the branch without any complications .
- Difficulty in personal financing; The bank provides the possibility of unifying the customer's obligations from personal financing contracts with the bank in one contract by paying them through a third party .
- The problem of reviews in branches and delays in appointments; The bank provides a solution to all problems from the same application without the need to go to the branch, saving time in this regard .

- The problem of creating a new card for a family member; For example, as a mother, I can create a sub-card for my children and transfer amounts to it without the need to create new cards.

Requirements (FUNCTIONAL);

- 1- The user should download the application
- 2- The user should log in to open the application and navigate in it
- 3- The user should have the ability to view the amount in his account
- 4- The user should be able to add other beneficiaries
- 5- The user should have view and display the beneficiaries after adding them
- 6- The user should be able to transfer amounts to people
- 7- The user should be able to receive amounts from other beneficiaries in his bank account

Requirements: (NON-FUNCTIONAL):

- 1- the system should respond in less time When transferring an amount to another beneficiary, to be in less time a verification number is sent to ensure that the account holder is the one controlling the transaction.
- 2- The system should be available anytime the user wants the application to send or withdraw money.

Survey or interview:

The link survey:

<https://survey.porsline.com/s/n8rpA6sk>

Survey responses:

هل استخدمك للتطبيق أكثر من أي أحد مميزات تطبيق بل واجهت بعض المشاكل أثناء	يسمح التطبيق بإضافة حسابات الإجابة نعم ماضي المميز بل أنت من مستخدمي بنك الر	معرفة المميز	الإجابات الصحيحة
نعم	نعم	نعم	https://survey.porsline.com/j8jrzz
نعم	نعم	نعم	https://survey.porsline.com/jufgWD
نعم	نعم	نعم	https://survey.porsline.com/jAdL7v
نعم	نعم	نعم	https://survey.porsline.com/jxs1YO
نعم	نعم	نعم	https://survey.porsline.com/jvUuN6
نعم	نعم	نعم	https://survey.porsline.com/jx9rs0
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نعم	نعم	نعم	https://survey.porsline.com/jE0RC1
نعم	نعم	نعم	https://survey.porsline.com/jE2biG
نعم	نعم	نعم	https://survey.porsline.com/jkShjW
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نعم	نعم	نعم	https://survey.porsline.com/jdhSWi
نعم	نعم	نعم	https://survey.porsline.com/jx5r6y
نعم	نعم	نعم	https://survey.porsline.com/jfSDTB
نعم	نعم	نعم	https://survey.porsline.com/jVP3eT
نعم	نعم	نعم	https://survey.porsline.com/jFQ9eu

The team conducted a survey to find out people's opinions about the Al Rajhi app, and we found that:

The majority of them use the Al Rajhi app, and one of their favorite features is that they have the ability to donate from within the app, and another feature is the ability to log in and buy from within the app, and one of the features they also like is that it is easy to open an account and easy to deposit, and their high confidence in the security of the banking app

The app is considered excellent according to their opinions and does a good job

Research existing program:

Other application: Al Ahly

Al Rajhi application compares to Al Ahli application with a set of advantages and disadvantages, including:

- User interface:

Al Rajhi application:

It has a simple and easy-to-use interface, making it easy for users to navigate between services.

Al Ahli application:

It has a more complex interface, which may make it difficult for some users to access the required services.

- Ease of opening accounts:

Al Rajhi App:

Enables the process of opening new accounts easily and quickly.

Al Ahli App:

The process of opening accounts may be more complicated and requires additional steps.

- Additional features:

Al Rajhi App:

Offers rewards programs and special offers on financial transactions.

Al Ahli App:

Offers interactive features using data analysis techniques, but may lack attractive promotional offers at times.

- Security:

Al Rajhi App:

Relies on security technologies such as two-factor authentication, which ensures the protection of users' information.

Al Ahli App:

Provides good levels of security, but may sometimes require updates to ensure data protection.

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