A logo with a hand pointing at a circuit board

Description automatically generatedA red and black logo

Description automatically generated

**Consultancy Name: RevolEdge Solutions**

**Client Company: The Bank of Nova Scotia (Scotiabank)**

**Team:**

**Bhavya Jain - Project Manager (Phase 2)**

**Jainam Shah - Team Leader (Phase 2)**

**Amaan Shaikh - Business Analyst**

**Reeny Susan Roy - Business Analyst**

**Dinesh Kumar - Business Analyst**

Table of Contents

[Introduction: 3](#_Toc148125230)

[As-Is Flow Diagram: 4](#_Toc148125231)

[To-Be Flow Diagram: 5](#_Toc148125232)

[Updated RACI Matrix: 6](#_Toc148125233)

[Conclusion: 6](#_Toc148125234)

[Call-to-Action: 6](#_Toc148125235)

# Introduction:

This assignment provides an in-depth analysis of Scotiabank's ATM systems, focusing on the "as-is" and "to-be" process flows. The "as-is" diagram depicts the existing condition of Scotiabank ATMs, whereas the "to-be" diagram illustrates the detailed steps flow of our suggested solution, the Digital Banking Kiosk.

The "as-is" process flow looks into existing Scotiabank ATM systems, depicting an interconnected network of activities and links. It represents the bank's current ATM infrastructure operations, giving us a detailed understanding of how transactions, maintenance, and customer service are carried out.

The "to-be" diagram introduces our revolutionary solution for Digital Banking Kiosks. This diagram leads us through the step-by-step processes that will characterize Scotia Bank's ATM services in the future. It describes our proposed system's user experience, security measures, and operational features. Each procedure is precisely defined, making it an indispensable resource for planning, development, and execution.

We additionally demonstrate an updated RACI diagram. This Excel sheet goes beyond describing processes and tasks; it defines the roles and responsibilities linked with our digital banking kiosk solution in great detail. This clarity on who is Responsible, Accountable, Consulted, and Informed (RACI) at each stage of the system contributes to the system's effectiveness, accountability, and integrity.

# As-Is Flow Diagram:

A computer screen shot of a diagram

Description automatically generated

**Explanation:**

The as-is diagram represents the process flow of the traditional banking process of Scotiabank, which involves the customer, the teller, and the ATM. The customer arrives at the bank branch for a particular service.

If the customer requires a banking transaction, they approach the teller for assistance with the service. The teller first checks if the customer has an existing bank account. If the account exists, the teller first verifies the customer's identity. On completing the verification, the teller proceeds to perform the transaction, which could be a cash deposit, cheque deposit, cash withdrawal, or any other transaction. If the customer requests to open a new bank account, the teller first conducts a verification to ensure that the customer's documents are in order. The teller then creates a new bank account for the customer based on the type of account the customer requires.

If customers need to do an ATM transaction, they approach the ATM and insert their debit card. The ATM then verifies the user through the debit card and PIN entered by the user. On successful verification, the ATM displays the transaction options from which the customer can choose. If the selected transaction type is cash withdrawal, the customer enters the required amount, and the ATM dispenses the cash. The customer can also deposit money into the ATM, which adds to their bank account. The other services include cheque deposits, balance inquiries, transferring money between the customer's accounts, and updating credit and debit card PINs.

# To-Be Flow Diagram:

A diagram of a company

Description automatically generated

**Explanation:**

The proposed project of RevolEdge Solutions involves the implementation of a digital banking solution using kiosks. The to-be diagram represents the future banking process flow, which consists of the customer and the digital banking kiosk.

The customer enters the branch and approaches the digital banking kiosk. The customer chooses the type of service required. If the customer has an existing bank account, the kiosk verifies the customer through biometrics. The biometric verification involves the customer's fingerprint followed by facial recognition. Once the customer logs in successfully, the different types of transactions are listed from which the customer chooses the required service. On completing the transaction, there is an update on the customer's account, and they receive an acknowledgment receipt. All these transactions do not require the intervention of a teller, which distinguishes the new banking solution from the traditional banking system. The customer can also open a new bank account through the digital banking kiosk. The kiosk first scans the customer's documents through the digital scanner present in the kiosk. It then captures the customer's biometrics comprising fingerprint and facial recognition. The bank account creation is complete after the customer digitally signs the documents through the digital signing feature available in the kiosk.

The digital banking kiosk also includes ATM functionality, which includes all the services that customers usually avail at a regular ATM. To log in to the system, the customers can use their biometrics, eliminating using a debit card and remembering the PIN. If the customer chooses to withdraw cash, the kiosk dispenses the money after the customer enters the required amount. If the customer opts to deposit cash, the kiosk collects the cash after confirming the amount entered. After completing these transactions, the kiosk provides the customer with an acknowledgment receipt after updating the customer's account. If the customer has any query requiring additional help, the built-in AI feature of the kiosk assists.

# Updated RACI Matrix:

A screenshot of a table

Description automatically generated

# Conclusion:

Finally, our examination of the Scotiabank banking system revealed the possibility of a spectacular shift. We are on the verge of a new age in financial services, from the existing "as-is" process flow to the futuristic "to-be" picture of our suggested digital banking kiosks.

This assignment is an important step in our effort to improve the banking experience. The commitment of Scotiabank to innovation and client happiness is precisely aligned with our offered solution. We are looking forward to the road ahead as we progress through the development and implementation phases.

The future of banking has arrived, and we are ready to embrace it with Scotia Bank.

# Call-to-Action:

The evolution of Scotiabank’s Banking services is an exciting path toward a future of secure, efficient, and convenient banking. We suggested digital banking kiosk solution can reshape the banking experiences of customers as well as the bank. We are one step closer to making this vision a reality now that the "as-is" and "to-be" process flows have been properly recorded.

But this transition is about people, their needs, and their expectations, not just technology. Customers and employees at Scotiabank are at the center of this transformation. We encourage all parties, from bank executives to customers, to participate actively in this process. Your ideas, criticism, and involvement will be critical in shaping the success.