

Secure Bank Mobile Check Deposit- Benefits Analysis



Agenda

1. Overview of the Project
2. Tangible Benefits
3. Intangible Benefits
4. Alignment
5. Conclusion & Way Forward



Overview of the Project

Secure Bank is implementing mobile check deposit feature as a part of Digital Transformation Project.

Objective: Enhance customer satisfaction, improve operational efficiency, and maintain a competitive edge.



Tangible Benefits - Operational Efficiency & Cost Saving



Streamlined Processes

Automation Reduces Manual handling, supporting KPI on average processing time (Target: 2 hrs ; Actual : 1.8 hrs)



Reduced Branch Workload

Fewer in-branch deposits lower staff workload (Target: 20%; Actual: 18% - improvement opportunity).



Lower Processing Costs

Digital check handling cuts paper-based processing expenses (Target: \$1M savings vs. Actual: \$950K)

Tangible Benefits – Financial Gains

- **Faster Funds Availability:** Deposits clear in 1–3 business days, boosting cash flow for customers and the bank.
- **Revenue Increases:** Attracts tech-savvy customers, increasing digital banking revenue (Target: \$5M/year; Actual: \$4.8M/year).



Tangible Benefits – Risk Mitigation and Compliance

- **Enhanced Security Measures:** Fraud detection & image recognition minimize fraud risk (Security incidents: Target 0 vs. Actual 1).
- **Improved Compliance:** Digital processes enhance adherence to regulatory standards (Target compliance: 100%; Actual: 95%).



Intangible Benefits – Enhanced Customer Experience

- **Convenience & Accessibility:** Customers can deposit checks anytime, anywhere, improving the banking experience.
- **Improved Trust:** A secure, user-friendly process enhances brand loyalty and customer confidence (e.g., boosts Net Promoter Score).



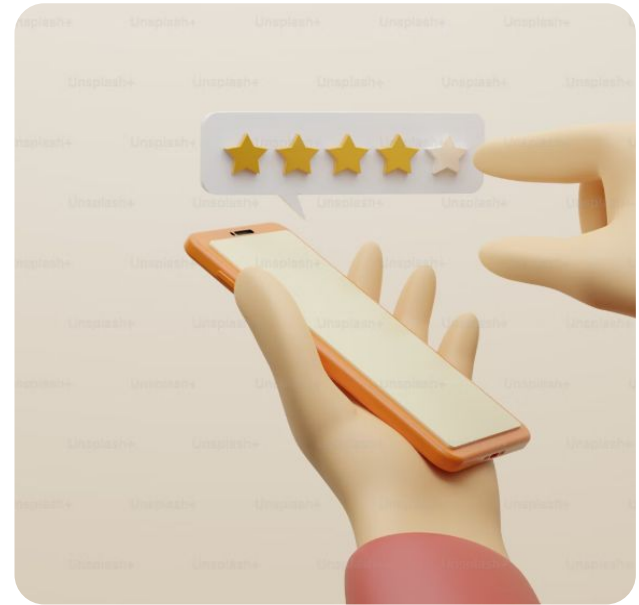
Intangible Benefits – Competitive Advantage & Market Position

- **Innovation Leadership:** Differentiates SecureBank as an innovative, tech-forward institution.
- **Long-Term Strategic Value:** Enhances market position and opens new revenue opportunities.
- **Brand Reputation:** Positive customer experiences elevate the bank's image.



Intangible Benefits – Internal Collaboration & Employee Morale

- **Empowered Workforce:** Cross-functional collaboration leads to better decision-making and teamwork.
- **Employee Satisfaction:** Reduced manual tasks free up staff to focus on high-value work.



Alignment with Requirements

- Tangible benefits (cost savings, faster deposits, revenue growth) directly support strategic KPIs.
- Improved efficiency and enhanced security address integration and operational concerns.
- Better user experience and quicker service drive higher adoption and satisfaction.
- Strengthened compliance and fraud prevention meet legal standards.



Questions ???

We are happy to take your questions.

