



SecureBank Mobile Cheque Deposit Initiative





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INTRODUCTION

Company Legacy & Evolution

- 50+ years of banking excellence with a strong regional presence.
- Commitment to innovation and customer-centric digital transformation.
- 55% of customers actively use digital banking, with demand increasing



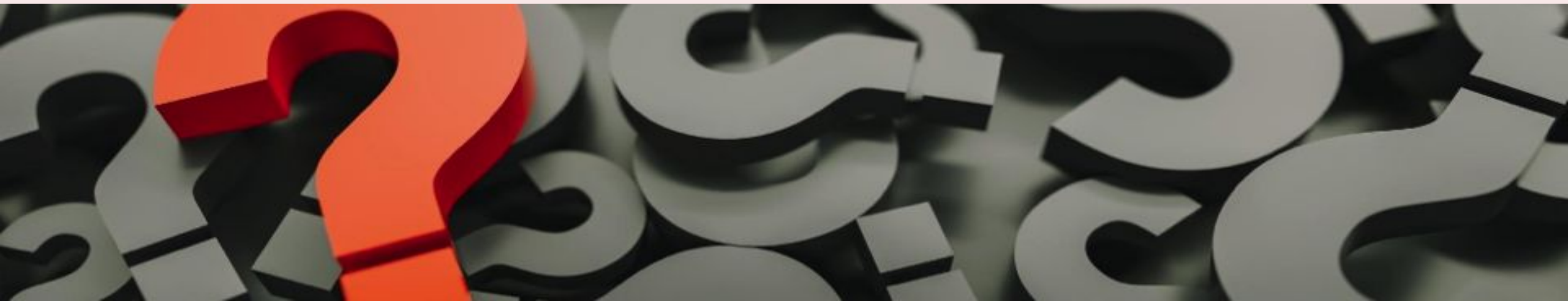
Market Trends Driving Digital Innovation

- Growing customer preference for mobile banking (60% prefer mobile solutions).
- Competitive landscape demands digital-first banking experiences.
- Regulatory and security enhancements require modernization.



PROBLEM STATEMENT

SecureBank's outdated manual check deposit process is driving high operational costs, exposing the institution to security and compliance risks, and diminishing customer satisfaction, all while lagging behind competitors in digital innovation demanding an agile, secure mobile solution to transform operations and enhance the overall banking experience.





PROJECT OVERVIEW

Secure Bank is implementing mobile check deposit feature as a part of Digital Transformation Project to enhance customer satisfaction, improve operational efficiency, and maintain a competitive edge.

STRATEGIC FIT : The feature enhances SecureBank's digital banking ecosystem by integrating seamlessly with current mobile services, supporting our \$20M digital transformation strategy.



Impacted Business Processes

- Manual check handling and data entry
- In-branch customer service workflows
- Fraud detection and compliance review
- IT and operations coordination

Cost Efficiencies

- Reduced paper-based processing and labor costs
- 20% branch workload reduction (targeted)
- Minimized compliance and error-related penalties
- Lower physical infrastructure requirements for check storage



WHY ?



Industry Trend

Early adopters of eDeposit gained market leadership

Competitive Risk

Delayed adoption leads to customer loss and reduced relevance.

Market Expectation

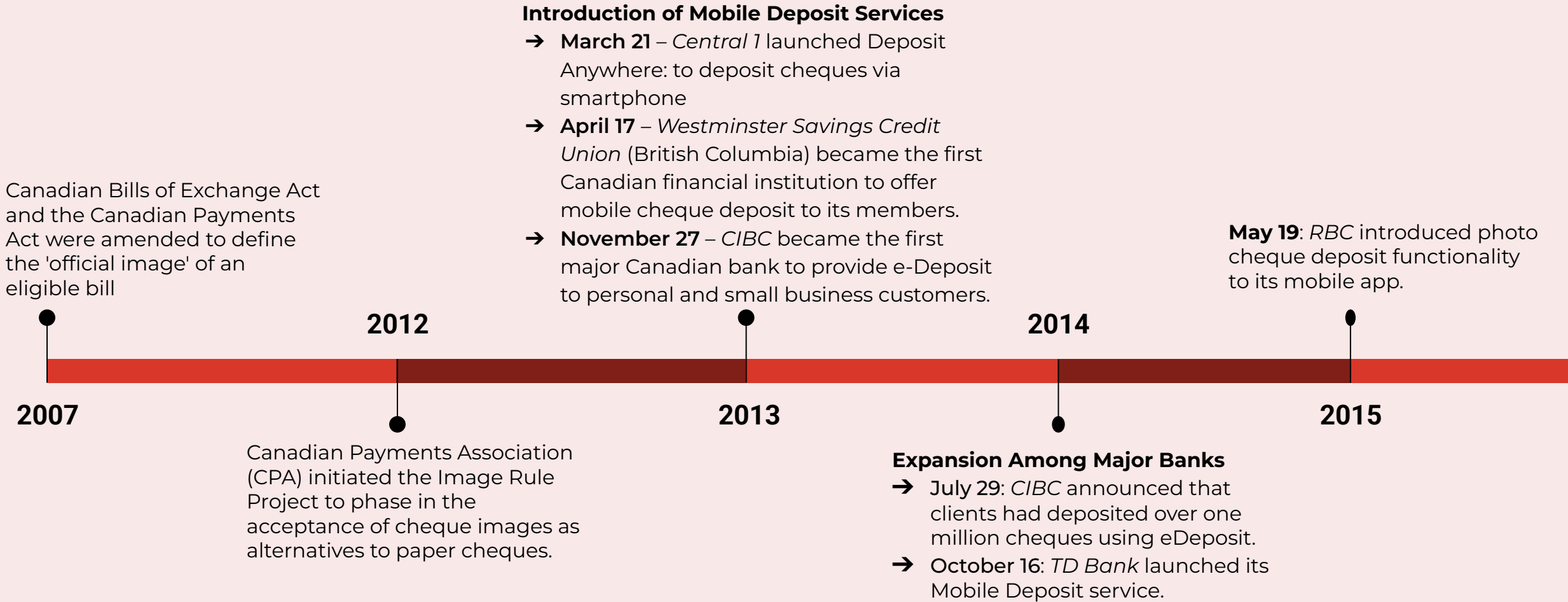
Digital banking is now a standard, not a luxury.

Strategic Need

Secure Bank must implement mobile cheque deposit to stay competitive and retain customers.



HISTORY OF E-DEPOSIT IN CANADA





ANALYSIS OF OPTIONS

Do Nothing
Option 1



Risk of losing customers to competitors
High operational costs continue

**Implement
Third-Party Solution**
Option 2



Faster implementation
but higher long-term costs

**In-House
Development
(Recommended)**
Option 3



Tailored solution,
cost-effective in the long run



MOBILE CHEQUE DEPOSIT FEATURE

01

Auto-Validation of Check Details

Automatically scans and validates check amount, date, and signature before submission.

02

Smart Deposit Limits

Dynamically adjusts daily/monthly limits based on customer profile and transaction history.

03

Deposit History & Tracking

Allows users to view check images and real-time status updates within the app.

04

Multi-Language Support

Supports multiple languages to cater to a diverse customer base.

05

AI-Powered Error Detection

Detects blurry images or incomplete submissions before processing

06

Push Notifications

Instantly notifies customers of deposit status (submitted, approved, or rejected).



PROJECT SCHEDULE

MILESTONES

- **Business Case Approval – May 2025**
- **MVP Development Start – July 2025**
- **Internal UAT Completed – September 2025**
- **Pilot Go-Live – November 2025**
- **Full Launch – January 2026**

MAJOR DELIVERABLES

- Mobile Check Deposit Feature within SecureBank App
- Integration with Core Banking & Risk Systems
- End-User Training Materials
- Cybersecurity Protocols and Fraud Detection Engine
- Stakeholder Communication Plan

PHASE IV : Full Rollout & Optimization (Dec 2025 – Jan 2026)

Enterprise-wide deployment with performance tracking and continuous improvements.

PHASE III : Pilot Launch (Nov 2025)

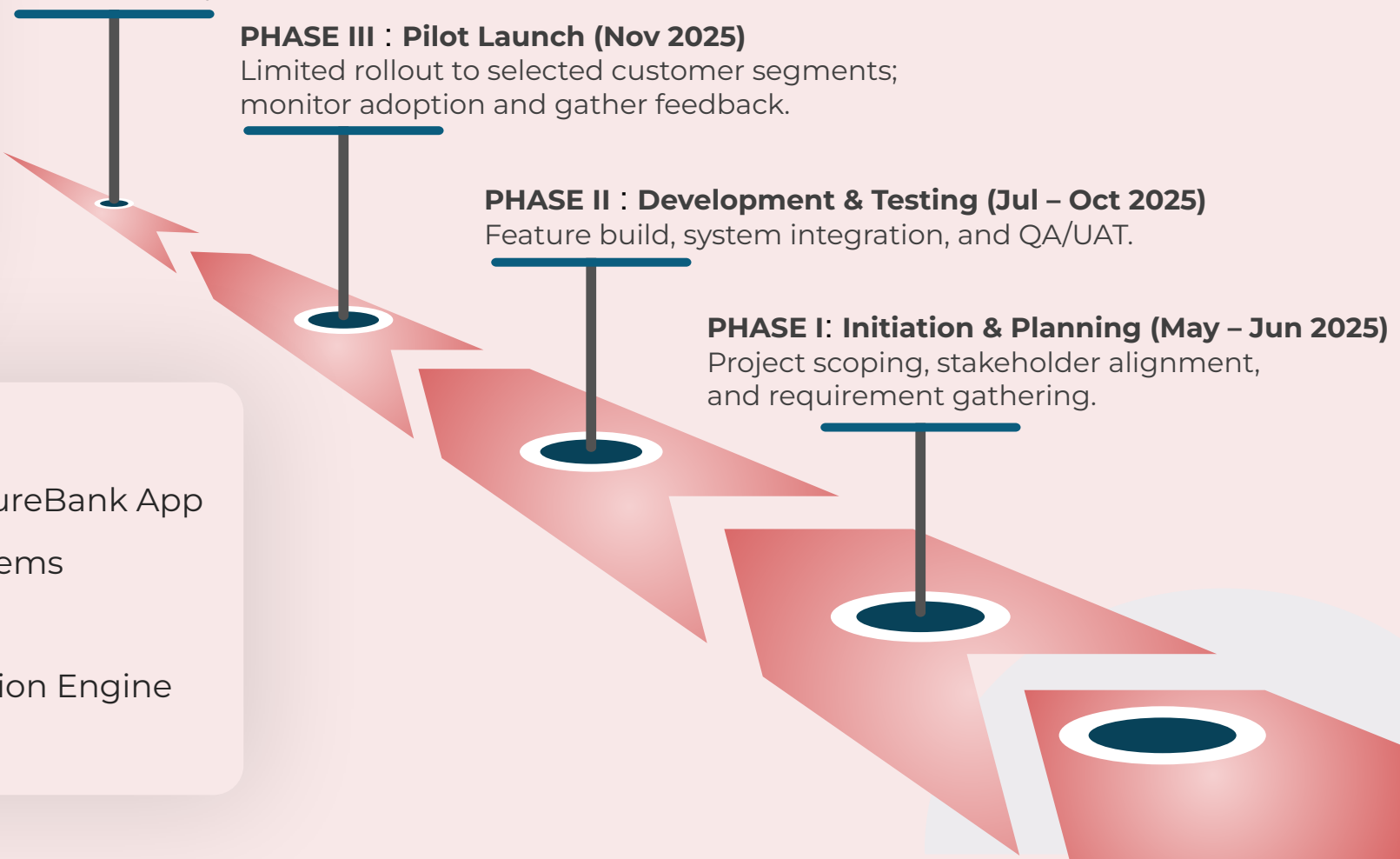
Limited rollout to selected customer segments; monitor adoption and gather feedback.

PHASE II : Development & Testing (Jul – Oct 2025)

Feature build, system integration, and QA/UAT.

PHASE I: Initiation & Planning (May – Jun 2025)

Project scoping, stakeholder alignment, and requirement gathering.





CORE TEAM MEMBERS



TEAM MEMBERS	KEY ROLES
PROJECT MANAGER	Leads execution, manages scope, and ensures timely delivery.
BUSINESS ANALYST	Gathers and refines requirements, bridging business and tech teams.
SOFTWARE DEVELOPERS	Build, test, and integrate the mobile check deposit feature.
ENTERPRISE ARCHITECT	Ensures seamless integration with SecureBank’s legacy systems.
INFORMATION SECURITY LEAD	Oversees cybersecurity, fraud prevention, and compliance.
MARKETING LEAD	Develops customer engagement, adoption, and onboarding strategies.
BRANCH OPERATIONS REP	Coordinates branch workflow adjustments and staff training.
QUALITY ASSURANCE	Identify testable aspects and ensure completeness of requirements.



BENEFITS ANALYSIS

Tangible Benefits (Measurable & Operational)

Faster Processing & Automation:

Average processing time improved (Target: 2 hrs | Actual: 1.8 hrs)

Cost Savings:

\$950K savings on paper-based processing (Target: \$1M)

Increased Revenue:

Boost in digital banking revenue (Target: \$5M | Actual: \$4.8M)

Reduced Branch Workload:

Lower in-person traffic, freeing up staff (Target: 20% reduction | Actual: 18%)

Enhanced Security & Compliance:

Fraud detection systems implemented

Improved regulatory compliance (Target: 100% | Actual: 95%)

Intangible Benefits (Strategic & Experiential)

Improved Customer Convenience:

24/7 check deposits enhance user satisfaction and accessibility

Brand Trust & Loyalty:

Positive experience boosts Net Promoter Score and retention

Innovation & Competitive Advantage:

Positions SecureBank as a tech-forward leader in digital banking

Employee Empowerment:

Frees staff from manual tasks to focus on high-value services

Promotes cross-functional collaboration and morale



RISK ASSESSMENT & MITIGATION

Risks	Likelihood	Impact	Mitigation Strategy
Cyberattacks or Data Breaches	Low	High	Advanced cybersecurity measures, continuous monitoring, and incident response planning.
Regulatory Non-Compliance (PIPEDA Standards)	Low	High	Regular compliance audits, legal counsel engagement, and updated staff training.
Failure of Image Recognition Algorithms	High	Medium	Rigorous algorithm testing, iterative improvements, and fallback manual verification.
Slow Customer Adoption	Medium	Medium	Targeted marketing, customer training, monitoring adoption rates, and iterative feature improvements.
Scope Creep & Cost Overruns	Low	Medium	Strict scope management, contingency budgets, and regular financial reviews.



FINANCIAL ANALYSIS

PROJECT COSTS

One-time implementation cost: \$5M

Key Areas: Technology development, security integration, marketing, staff training

FINANCIAL BENEFITS

- Annual operational cost savings (reduced manual processing, branch workload)
- Digital revenue/year from increased digital adoption
- Faster funds availability improves cash flow, customer satisfaction, and retention
- Improved compliance reduces potential regulatory penalties

ROI

- Positive ROI expected within 2–3 years
- Aligns with SecureBank's \$20M digital transformation goals
- Supports \$500M revenue impact potential through improved digital banking services





STAKEHOLDER ENGAGEMENT STRATEGY

TYPE OF COMMUNICATION	OBJECTIVES	METHOD OF COMMUNICATION	FREQUENCY	RECIPIENTS	PERSON RESPONSIBLE	DELIVERABLE	FORMAT
Project Updates	Share progress and milestones	Email	Weekly	All Team Members	Project Manager	Project Status Report	PDF/Email
Stakeholder Meetings	Discuss project status and requirements	Virtual Meetings	Bi-weekly	Stakeholders	Project Manager, Business Analyst	Meeting Minutes	Word/PDF
Team Collaboration	Coordinate tasks and resolve issues	Slack/Teams/JIRA	Daily	All Team Members	Project Manager	Task Assignments	Chat/Document
Standup Meetings for Design and Development	Update daily accomplishments and plan, Review and approve UI/UX designs, Coordinate backend and frontend tasks	Slack/Teams/JIRA	Daily	UI/UX Designer, Backend Developer, Frontend Developer, Enterprise Architect	Software Developer, Quality Assurance	Approved Designs, Development Progress Report	Images/PDF Spreadsheet
Quality Assurance	Testing and ensuring product quality	Meetings	As needed	Project Manager, Business Analyst	Quality Assurance	Test Reports	Presentation
Marketing Strategy	Plan and execute marketing strategies	Microsoft Teams	As needed	Product Owner	Marketing Lead	Campaign Brief	Presentation
Customer Feedback	Gather feedback for project improvement	Surveys/Feedback Forms	Monthly	Customers	Branch Operations Rep	Feedback Analysis Report	Excel/ Presentation
Training Sessions	Provide training for project tools	Virtual Meetings	Quarterly	All Team Members	Branch Operations Rep	Training Specialist	Training Materials



CONCLUSION & Final Recommendation

SecureBank must modernize its check deposit process to enhance efficiency, improve customer satisfaction, and stay competitive in the digital banking space. Current manual processes lead to high operational costs, security risks, and a suboptimal customer experience.

The Mobile Check Deposit feature directly addresses these challenges by:

- Reducing branch workload and processing costs
- Improving security through fraud detection and automation
- Enhancing customer experience with faster, more convenient deposits
- Supporting SecureBank's broader digital transformation goals
- Cost Savings by reducing operational expenses and fraud risks
- Revenue Growth through increased digital banking adoption and customer retention

Final Recommendations

- Final approval from key stakeholders
- Pilot testing in select regions
- Full-scale implementation with continuous monitoring
- Marketing and customer onboarding initiatives



Thank You !!!