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Summary Post

◀ Summary post

Initial post ▶

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Settings ▾



Summary Post

by [Yousif Ali Karam Yousif Almaazmi](#) - Thursday, 14 August 2025, 3:53 PM

I have explored the implications of Industry 4.0 and 5.0 within the banking industry in my initial posting, under discussions involving the IT migration failure of TSB Bank in 2023. Industry 4.0 is industrialized by technology-based automation, whereas Industry 5.0 focuses on human-centric design and robustness (Arshad et al., 2025). The TSB case illustrated that the effectiveness of technological advances in fraud prevention, including the use of AI-based systems, or in real-time payment processing, may be compromised when there is no human oversight, contingency planning, and no extensive testing of the system. This attempt at migration failed, leading to the problem of customer access, breaches in operations, and a lack of trust in the bank. This indicated how significant it was to strike a balance between technological advancement on the one side and the safety and reliability of the customers on the other side, which is aligned with the concept of Industry 5.0 (Habib et al., 2025).

As a response to my post, Ali Alhammadi highlighted the social and operational implications of the failure of the system, noting how the failures of the system not only impact technical tasks but also offer greater challenges to essential activities such as the payment of bills and the accessibility of salaries (Kang & Cheung, 2024). Responsible balancing of innovation and customer protection was another aspect he emphasized, and encouraged a less-harsh and more thought-out implementation strategy. Abdulla Almessabi also raised similar issues, emphasizing human control, system robustness, and ethical collaboration between developers and those operating the technology. He also emphasized how disastrous breakdowns of such systems as TSB can result in severe financial and reputation losses, which are the objectives of Industry 5.0 to maintain sustainable and responsible technological growth (Metcalf, 2024).



Overall, Industry 4.0 and 5.0 are associated with plenty of opportunities and risks when not used properly. The TSB case highlights the importance of human-centric design, testing, and proactive communication in financial digital transformation.

References

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