

ABS | Centre for Digital Banking

DIGITAL TRANSFORMATION

“Banking is Necessary, Banks are Not”
- Bill Gates

Level: Foundation/Intermediate

PROGRAMME DESCRIPTION

It has taken years to fully understand what Bill Gates meant when he said, “Banking is necessary, banks are not”. He said it in 1994 and it is becoming true. Advances in technology are causing the banking industry to develop faster with the focus on efficiency, transparency and better customer experience. The current digital revolution is disrupting the way people bank, directed by evolving customer needs, behaviours and expectations. Customers now expect an anytime, anywhere personalised user experience – i.e., banking everywhere, not necessarily at a bank!

At the same time, Covid-19 has disrupted ‘normal’ banking and reset it to the ‘new normal’ to where traditional standard operating procedures were dismantled in favour of agility and the use of online technology to tackle unforeseen marketplace disruption. It exposes the importance of digital offerings to maintain customer onboarding, customer relationship and customer centric mobile banking facilities.

Now more than ever, traditional bankers need to adapt and evolve in order to face the challenges ahead as challenger banks and new FinTech companies explore and experiment with innovations and new technologies to build or create the bank of the future.

This programme will provide participants with an overview of what digital transformation means, what role they will play, and assist in preparing bank staff for the future when banks will shift their concentration to new technologies. It will be delivered online over 2 days consisting of a 4-hour webinar session each day.

LEARNING OBJECTIVES

By the end of the programme, participants will be able to:

- Recognise and take advantage of new opportunities presented by FinTech
- Understand the key fundamental technologies and principles behind the evolution of FinTech
- Obtain market intelligence and insights of established FinTech models in leading markets
- Comprehend the ever-evolving customer behaviour in banking
- Identify gaps at the current workplace and conceptualise changes with FinTech models
- Understand why digital transformation fails

TRAINING METHODOLOGY

Interactive webinar, polling questions, lectures, cases and video presentations

PARTICIPANT PROFILE

Executives who desire to upskill themselves to embrace the digital transformation in banking

PROGRAMME OUTLINE

Module 1

What is Disrupting Banking and Finances?

- The importance of technology in Finance
- Evolution of banking and the mobile revolution
- FinTech innovation
- Adoption of emerging technologies
- CASE STUDY – Ant Financial

Module 2

The ABCDs of Future Banking

- AI – Artificial Intelligence
- Block Chains
- Cloud Computing
- Data is the new oil
- CASE STUDY – AI and Data Analytics

Module 3

Emerging Innovation in FinTech

- Challenger and Neo banks
- Payment Systems
- Peer to Peer Lending
- Crowd Funding
- FinTech competitors in Malaysia (2020)
- CASE STUDY – Challenger/Neo Banks

Module 4

Digital Transformation

- First Principles Design Thinking
- Agile organisation - cultivating a digital culture
- Technology fallacy and human capital
- CASE STUDY – Digital Transformation of DBS

NOTE: All participants of the programme will receive a FREE PDF subscription to the ABS Digital Banking newsletter, Let's Talk Digital.

PROGRAMME DETAILS

Date: 13 & 14 October 2022

Duration: 2 days (consisting of a 4-hour online webinar session each day)

Time: 9.00am – 1.00pm (15 mins. break)

Training Platform: Zoom

PROGRAMME FEES

AICB Member

Non-Member

RM900*

RM1,100*

**Subject to 6% Service Tax*

Note : This programme can also be delivered for in-house training

ABOUT THE TRAINER



Director of Digital Banking / Senior Consultant, Asian Banking School

Dr Vijay started his career working in one of the big 8 Chartered Accountants and Management Consultancy firms in the UK. He has over 20 years of banking experience working in local and foreign banks up to senior management level, ranging over a diverse range of disciplines. Being a Director of Graduate Training & FSTEP, Vijay is wearing more than one hat, as he is not only overseeing the newly established ABS Digital Banking Centre, but also spearheading the AML team in rolling out the first ever Certified in AML/CFT program (CAMCO) and the development of ABS Mobile Learning Platform and Executive Education Series.

He is currently involved in structuring bespoke technical and soft skill programmes for banks. In addition, he is a member of the AICB curriculum working committee for professional qualification programmes such as the Chartered Banker, Credit Certification and Bank Risk Management. He is also a designated Chartered Banker trainer, bringing a fresh approach to self-directed learning using mind-mapping techniques, case studies and problem-based learning. Dr Vijay has published banking and finance related textbooks and journal articles internationally, including, "Success Factors for the Implementation of Entrepreneurial Knowledge Management in Malaysian Banks" (Journal of Information & Knowledge Management, 2013).

He holds an Honours Degree in Accounting and Finance from Scotland, a Master of Science Degree in Multimedia Technology (Banking), a Doctor of Business Administration (Banking Strategy and Marketing) from Australia, and a Doctor of Philosophy (Knowledge Management in Banking) from Malaysia. He is also a Certified Training Professional (ARTDO) and an alumnus of the Cambridge Judge Business School Executive Education, a programme designed for leaders in the financial-related sectors, focusing on the topic of 'Leading into Digital Futures'.

Vijay is currently doing research in digital transformation, banking in the post Covid era and pursuing an entrepreneurship project with a leading financial institution.

Vijay is a sports car enthusiast and spends his weekends driving his sports car on the LEKAS Highway, which cuts across some beautiful scenic views of the mountains. His life's motto – Success is not a destiny but a journey.

ABOUT US

The **ASIAN BANKING SCHOOL (ABS)** is dedicated to developing talent and is the largest specialised provider of quality banking training programmes in the ASEAN region.

As the industry's preferred partner in learning and development, ABS offers customised and open enrolment training programmes that cover a comprehensive list of banking areas developed by its Specialist Training Consultancy Team or in collaboration with strategic learning partners that includes some of the top business schools in the world. This includes its Executive Education programmes with Cass Business School in London, the University of Cambridge Judge Business School, the Frankfurt School and INSEAD.

ABS also works closely with the Asian Institute of Chartered Bankers in raising competency standards for the industry through the delivery of training workshops related to professional qualifications developed and awarded by the professional body; and is the exclusive training partner for the Chartered Banker Institute in the UK. It plays a significant role in enriching the talent pipeline for the financial services sector through the industry recognised Financial Sector Talent Enrichment Programme (FSTEP) and Graduate Training programmes; and is also responsible for designing, developing and delivering the industry-wide Ethics and AML/CFT programmes.

For more details, kindly contact:

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