

DIGITAL BANKING

# Thinkathon

WEBCAST SERIES

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# Building a better digital bank

**Africa**  
**Edition**   
February 24



# Building better digital banks

Digitization across payments and banking has been gaining momentum across the region. Branch networks are declining, while contactless and digital payments transactions are achieving exponential growth due to the shift in customer behavior. There are layers of complexity in a bank. Banks must assess their readiness and rethink their infrastructure, employees, and back-office operations to work seamlessly, digitally, and rise to the challenges of the new digital demand.

A better digital bank is not only concerned about what customers see and their experience, but it's also deeply invested in the digital inside. The bank's technology and ecosystem that enables capitalization on industry must-haves like cloud-base architecture, risk management and KYC, open banking and collaborations with fintechs to achieve automation and scalability securely.

**Get more from your technology to adapt to customer needs and leverage a fully digital lifecycle to deliver rich customer experience and flexible engagement.**

**Ease of regulation and the impact on open banking, customer onboarding and cloud hosting which creates new market opportunities for challenger banks.**

**Expand beyond recovery and resilience. Move to the next era of innovation.**



# Meet the speakers



**Moses Rutahigwa**

Head Consumer,  
Private & Business Banking  
**Standard Chartered Bank  
Uganda**



**Tauriq Keraan**

Chief Executive Officer  
**TymeBank**



**Stelios Papadakis**

Group Head of  
Business Technology  
**ABCH part of ATLAS MARA**



**Konstantin Tsanis**

Digital Transformation &  
FinTech Industry Specialist  
**IFC - International Finance  
Corporation**



**Nihad Nazir**

Director  
Global Digital &  
Architecture CoE  
**Oracle Financial Services**

“**MENA region is leading global FinTech market growth** with a 40% increase in total transaction volume in 2020 compared to 2019.”



**Konstantin Tsanis**

Digital Transformation &  
FinTech Industry Specialist  
**IFC - International Finance  
Corporation**



Banks today are focusing on converting digital transactions to intelligent transactions. This means that they are learning to use technologies to aid their digital transactions. Banks' end goal is to use data and analytics to convert intelligent transactions into autonomous transactions.”



The digitization of banks will drive four primary impacts to the economy:

- 1. Revitalized economy**
- 2. Empowered customers**
- 3. Stronger financial institutions**
- 4. A safer world**



**Nihad Nazir**

Director  
Global Digital &  
Architecture CoE  
**Oracle Financial Services**



**Digitization has increased value consciousness amongst consumers.** Consumers today don't just want value. They want to be in control. This creates opportunities for challenger banks in South Africa to come in and leverage certain attributes of being a digital bank—one of them being low cost.”



Consumers want to bank right where they are. Gone are the days where they find a branch and go through the inconveniences to bank. However, we also don't believe in using a one-size-fits-all or a digital-only approach. **Digital banks in emerging markets should use a hybrid model that combines physical and digital banking touchpoints** by partnering other organizations with the right infrastructure”



**Tauriq Keraan**

Chief Executive Officer  
**TymeBank**

“ Anyone who can help the customer decide digitally will receive more of the customer’s share of wallet in terms of deposits, or any form of important life-stage transactions like buying a home, and retirement planning.”



**Moses Rutahigwa**

Head Consumer,  
Private & Business Banking  
**Standard Chartered Bank  
Uganda**

# Here's your on-demand audio link!

To help you navigate the discussion, we hope you find the following listening bookmarks handy:

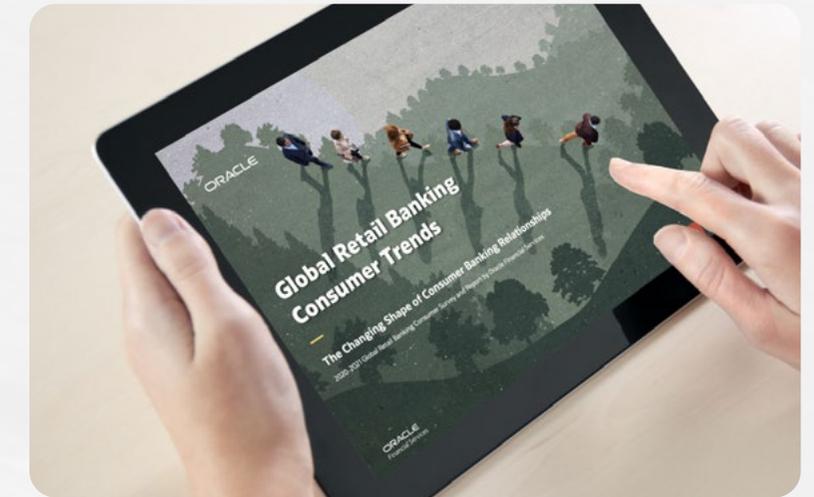
## MINUTE

- 07:15 **Impact of COVID-19 in the financial technology sector**  
Konstantin Tsanis, Digital Transformation & FinTech Industry Specialist, International Finance Corporation
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- 14:00 **How banks are rising to the challenge of digitizing their products and processes, regional new business models**  
Nihad Nazir, Director, Global Digital & Architecture CoE, Oracle Financial Services
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- 22:03 **How banks are addressing the transition from transaction banking to moment driven banking**  
Tauriq Keraan, Chief Executive Officer, TymeBank
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- 28:34 **How conventional banks improve their customer experiences**  
Moses Rutahigwa, Head Consumer, Private & Business Banking, Standard Chartered Bank
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- 32:05 **Approaches to open banking and its implications**  
Stelios Papadakis, Group Head of Business Technology, ABCH Part of Atlas,  
Moses Rutahigwa, Head Consumer, Private & Business Banking, Standard Chartered Bank
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- 41:50 **Launching a digital bank and overcoming the challenges in the region**  
Tauriq Keraan, Chief Executive Officer, TymeBank
- 
- 47:47 **Key technologies banks must leverage for success in a digital world**  
Nihad Nazir, Director, Global Digital & Architecture CoE, Oracle Financial Services  
Stelios Papadakis, Group Head of Business Technology, ABCH Part of Atlas

# Looking for more information

## How consumer banking relationships are changing in the new decade

Conducted across 10 major banking regions and gathered from more than 2,000 consumers under the age of 30, the 2020-2021 Global Banking Survey provides an unparalleled view of how behaviors and preferences are changing among today's emerging banking customers.



Customer Success Stories  
**Meet Oracle Banking Innovators**



Blog  
**Why Millennials, Gen Z prefer to bank like Boomers**



eBook  
**Building better banks: 3 critical consideration to opening the bank**

# Thinkathon Regional Webcast Series



# Oracle Financial Services for Digital Banks

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Banks can reinvent, build from scratch, or pivot to respond to changes in the industry by customizing the most critical components of their banking ecosystem. Oracle's cloud-enabled platform provides the flexibility to safely and profitably scale and innovate—to continuously reimagine banking.

**Connect with us**

