

ORACLE  
Financial Services

DIGITAL BANKING

# Thinkathon

WEBCAST SERIES

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# Building a better digital bank

**Middle East  
Edition**   
February 10



# 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



**Amit Malhotra**

General Manager  
Personal Banking Group  
**Commercial Bank of Dubai**



**Saleem Arshad**

Chief Technology Officer  
**WITTY**



**Saad Ansari**

Chief Executive Officer  
**Xpence**



**Nihad Nazir**

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



**Chandrasekhar  
Panda**

Associate Partner  
Digital Strategy & Core Tech  
**Mckinsey & Company**



Banks and financial institutions are going through an accelerated second wave of transformation. Banks are focusing on digitization across their businesses (mortgages, retirement planning, corporate banking), offering seamless customer experience and instant gratification to their end customers. We also see banks and financial institutions investing in automation and driving up STP rates in their back offices.”



**Nihad Nazir**

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



Today, banking is 24/7—something customers do out of their smartphone, Fitbit, ring or even their finger (with biometrics).

**Banking has shifted towards customer convenience, customer preference, and most importantly, customer empowerment.**

Today, the customer decides what product he wants, how he wants to consume products and services, and more importantly, how he wants to engage with his bank.”



From a customer journey perspective, digitization doesn't mean customers can digitally put in their requests or take on a digital product/service. It is more about how banks can execute end-to-end, real-time services for their customers, and have their mid or back-end processes align to those end-to-end requests.”



**Amit Malhotra**

General Manager  
Personal Banking Group  
**Commercial Bank of Dubai**



Banks are reinventing themselves. They no longer see themselves as banks but as technology companies. The banking business is becoming a technological business, where the consumer is driving the possibilities through digital banking.”



**Chandrasekhar  
Panda**

Associate Partner  
Digital Strategy & Core Tech  
**Mckinsey & Company**



**91% of consumers prefer digital channels (online/mobile banking) to manage their finances. In the past, this used to be around 50%.”**

# Here's your on-demand audio link!

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

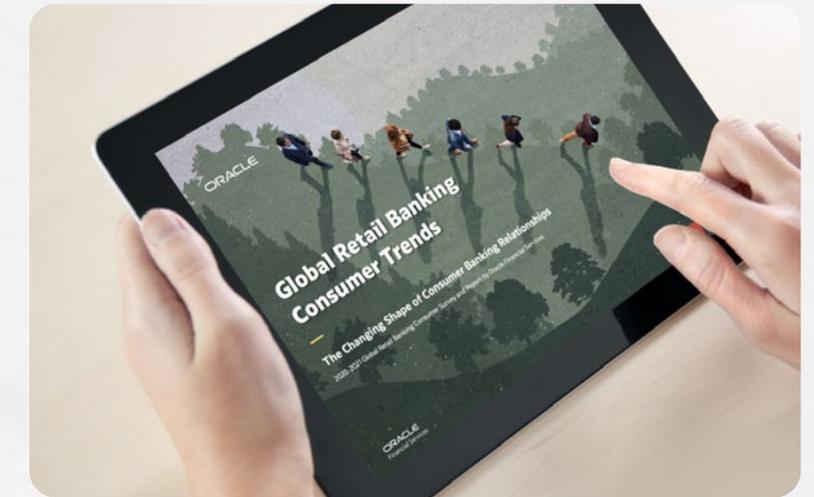
## MINUTE

- 06:20 **Five trends reshaping banking globally and opening opportunities for new digital banking**  
– Chandrasekhar Panda, Associate Partner, Digital Strategy & Core Tech, Mckinsey & Co
- 20:00 **Demand for digital banking in the Middle East market**  
– Nihad Nazir, Director, Global Digital & Architecture CoE, Oracle Financial Services
- 23:55 **How customers/institutions are reacting to developments in the digital banking space, and where are the focus areas for the change in banking** – Amit Malhotra, General Manager, Personal Banking Group, Commercial Bank of Dubai
- 28:15 **How are FinTechs/challenger banks reacting to developments in the digital banking space**  
– Saleem Arshad, Chief Technology Officer, WITTY
- 33:20 **How are FinTechs/challenger banks collaborating with their digital partners** – Saad Ansari, Chief Executive Officer, Xpence
- 38:00 **How Open Banking is developing as a trend** – Nihad Nazir, Director, Global Digital & Architecture CoE, Oracle Financial Services
- 40:35 **How is Open Banking an opportunity for the future** – Saad Ansari, Chief Executive Officer, Xpence
- 44:05 **How are banks collaborating with FinTech from a partnership standpoint and what is the future around this partnership**  
– Amit Malhotra, General Manager, Personal Banking Group, Commercial Bank of Dubai
- 46:55 **How can banks digitize their internal processes**  
– Amit Malhotra, General Manager, Personal Banking Group, Commercial Bank of Dubai

# 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**

