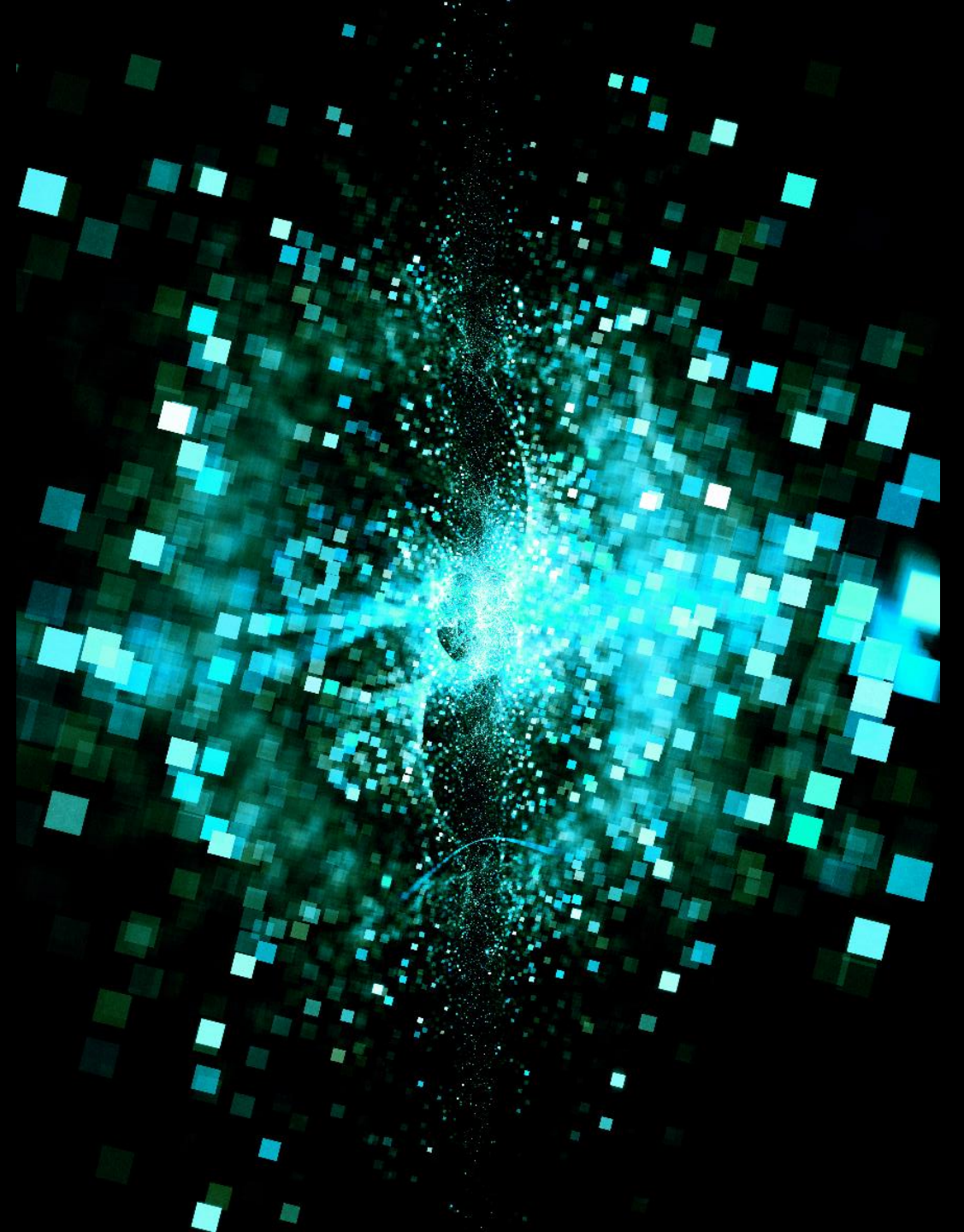




Inside Sherpa – Digital Internship

Technology, Strategy & Architecture – TS&I



TECHNOLOGY CONSIDERATIONS – MYBANK

Technology Architecture

- **Infrastructure** – implement a multi-tenant cloud deployment model to ensure a better data isolation and process flexibility
- **Novelty** – integrate an AI to provide mass personalization of services based on the client's account type, financial well-being and needs
- **Security** – practice secure app development to protect the financial system and the personal client information from cyber threats

Technology Delivery

- **Componentization** – focus on componentization methodologies to create a system that is highly scalable to meet clients needs and expectations
- **Dependency** – consider the need for external solutions needed for project implementation
- **Timeline** – identify the project implementation timeline to set realistic goals and choose a software development approach

Usability of the Solution

- **Ease of use** – create seamless customer experience by offering cross-platform online banking for desktop, tablet and mobile devices
- **Satisfy customer needs** – use customer-centric approach to identify the goals, needs and frustrations of the target users
- **Accessibility** – consider the web standards for content accessibility when creating the user interface of the application

Technology Framework and Compatibility

- **Web** – the online banking system must have a web-based version for desktop and mobile browsers
- **Mobile** – offer native applications for each of the mobile operating systems to ensure complete coverage
- **Extensibility** – consider possible integration with third party tools